People Matter Survey 2024

Have your say

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Report overview

About your report

The results in this report help your organisation build a positive workplace culture with integrity that live the public sector values.

Report contents

The visual on the right shows you what sections we've included in this report for your organisation's survey results.

Comparing data in this report

Your organisation took part in the survey in 2023 and 2022.

This means you'll be able to compare about 97% of this year's survey with your previous results.

Rounding of percentages

In this report, we round numbers up or down to their nearest whole percentage. This means some percentages may not add up to 100%.

Survey questions and definitions

Download Survey questions: Survey questions: People matter survey 2024 (DOCX, 83 pages) to see how we asked questions and defined concepts in the 2024 survey.

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- Innovation
- Workgroup support
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Report overview

Privacy and anonymity

To protect you, we:

- use an anonymous survey link and everyone in your organisation receives the same survey link
- de-identify all survey response data provided to your organisation
- don't collect your name, date of birth or employee ID
- don't release employee experience results when fewer than 10 people in a work group have responded to the survey
- don't release employee experience results for demographic groups where organisations have fewer than 30 responses in total
- don't link the free-text comment reporting to any other survey information

Read more in our privacy policy.

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Report overview

Survey's theoretical framework

What this is

The framework provides an overview of the workplace factors and outcomes that the survey measures.

Why this is important

Based on theory and research, the framework focuses on core themes that help guide organisations in creating better workplaces.

We developed the framework in consultation with stakeholders from the public sector and Deakin University.

Our public sector values

The public sector values inform the professional and ethical conduct of everyone who works in the public sector.

As such, these values underpin the theoretical framework of the survey.

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

Senior leadership → **Organisation climate** → **Workgroup climate** → **Job and manager** → **Outcomes**

Senior leadership
- Lead the organisation
- Set the culture
- Lead by example
- Actions influence outcomes

Organisation climate
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Outcomes
- Engagement
- Satisfaction
- Wellbeing - work-related stress
- Wellbeing - job related affect
- Intention to stay
- Acting on negative behaviours
- Inclusion

The public sector values that underpin the framework and all public sector organisations

Responsiveness   Integrity   Impartiality   Accountability   Respect   Leadership   Human Rights

Report overview

Your comparator group

What this is

This is a list of similar organisations to yours.

We try to make sure they're in the same industry your organisation is in.

Some organisations may not have taken part in the survey previously. This means your comparator group may be different to previous years.

How we use this in your report

In this report, we compare your organisation's survey results to your comparator group's results.

This is so you can compare how your organisation is doing in your industry or to similar organisations.

We refer to your comparator group in this report as 'comparator'.

Bass Coast Health

Benalla Health

Dhelkaya Health

East Grampians Health Service

Gippsland Southern Health Service

Kyabram and District Health Service

Maryborough District Health Service

Portland District Health

West Wimmera Health Service

Report overview

Your response rate

What this is

This is how many staff in your organisation did the survey in 2024.

Why this is important

The higher the response rate, the more your results will reflect how staff feel.

If less than 100 completed the survey, consider how much one person could change your results.

For example, if only 25 people did the survey, 1 person would account for 4% of any result.

In this example, if your survey result and comparator group result or previous survey result are within 4% of each other, there is very little difference in the results.

How to read this

The number in the brackets () shows how many staff completed the survey this year.

2023	
54% (292)	
Comparator	49%
Public Sector	42%

2024	
74% (373)	
Comparator	48%
Public Sector	44%

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People matter survey

2024

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- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

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- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

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- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
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People outcomes

Your employee engagement index

What is this

Engaged employees are committed to their organisation's goals and values, and motivated to contribute to organisational success.

The employee engagement index is a score out of 100. It is a weighting of all engagement question responses.

The weightings for each engagement response are:

- strongly agree is 100 points
- agree is 75 points
- neither agree nor disagree is 50 points
- disagree is 25 points
- strongly disagree is 0 points

Why this is important

High engagement may lead to greater satisfaction and lower absences, turnover and workplace stress.

2023	
60	
Comparator	70
Public Sector	68

2024	
63	
Comparator	72
Public Sector	69

People outcomes

Engagement question results 1 of 2

What is this

This is the overall sense of pride, attachment, inspiration, motivation and advocacy your employees have for your organisation.

Your group's engagement index

Your 2024 index is 63.

Why this is important

High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
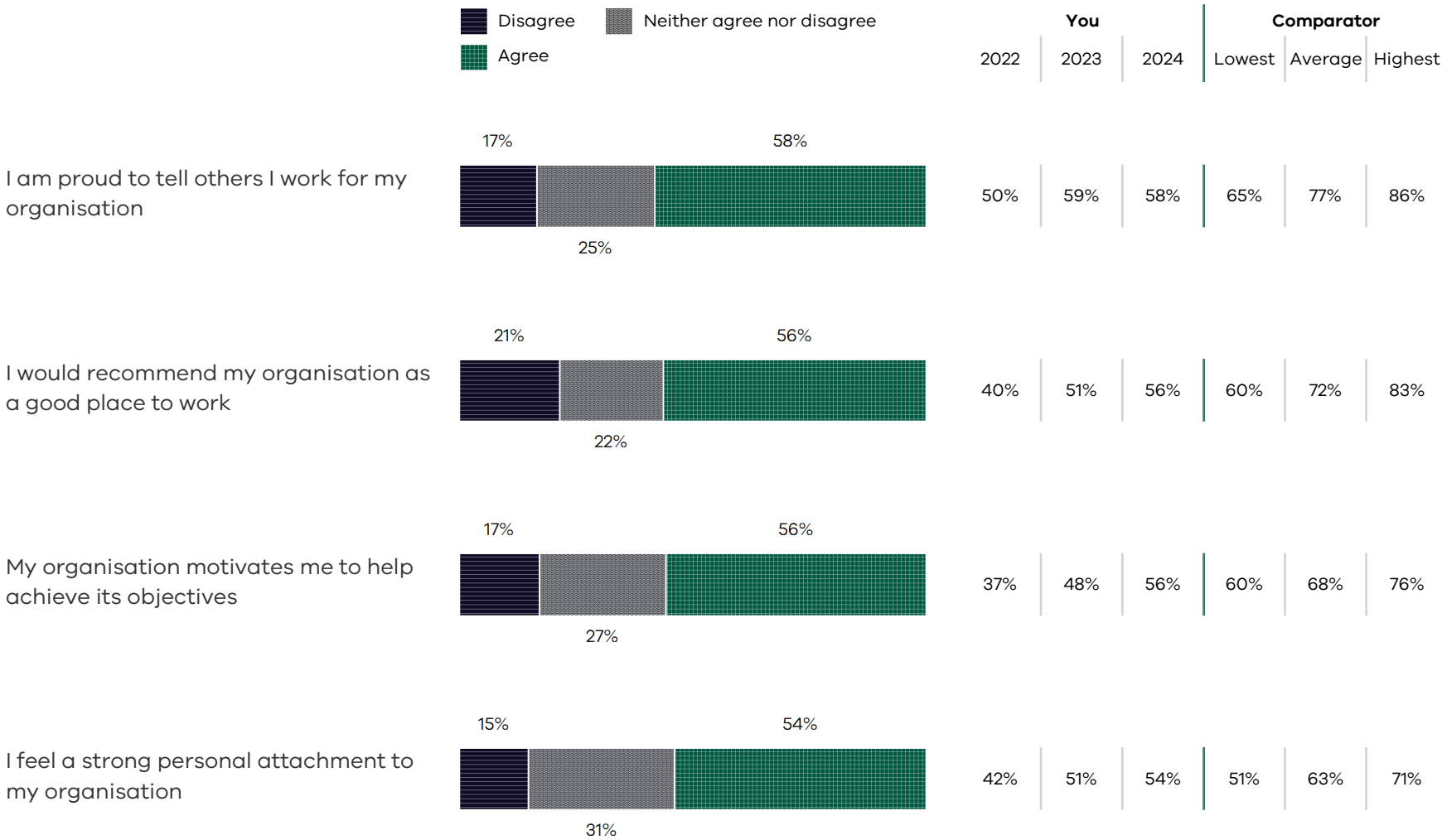
Example

58% of your staff who did the survey agreed or strongly agreed with 'I am proud to tell others I work for my organisation'.

Survey question	Your results						

Legend: ■ Disagree ▨ Neither agree nor disagree ▦ Agree

Benchmark agree results

Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
I am proud to tell others I work for my organisation (Disagree 17%, Neither 25%, Agree 58%)	50%	59%	58%	65%	77%	86%
I would recommend my organisation as a good place to work (Disagree 21%, Neither 22%, Agree 56%)	40%	51%	56%	60%	72%	83%
My organisation motivates me to help achieve its objectives (Disagree 17%, Neither 27%, Agree 56%)	37%	48%	56%	60%	68%	76%
I feel a strong personal attachment to my organisation (Disagree 15%, Neither 31%, Agree 54%)	42%	51%	54%	51%	63%	71%

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People outcomes

Engagement question results 2 of 2

What is this

This is the overall sense of pride, attachment, inspiration, motivation and advocacy your employees have for your organisation.

Your group's engagement index

Your 2024 index is 63.

Why this is important

High engagement drives greater productivity, employee wellbeing and lower absences, turnover and workplace stress.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
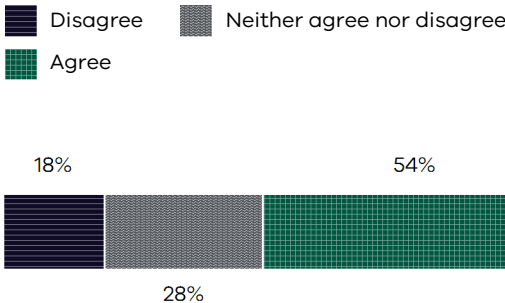
Example

54% of your staff who did the survey agreed or strongly agreed with 'My organisation inspires me to do the best in my job'.

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

Survey question	Your results		You			Comparator		
	Disagree / Neither / Agree	2022	2023	2024	Lowest	Average	Highest
My organisation inspires me to do the best in my job	18% / 28% / 54%	41%	50%	54%	60%	69%	80%

People outcomes

Scorecard: satisfaction, stress, intention to stay, inclusion

What is this

This scorecard provides overall results for satisfaction, high to severe work-related stress, intention to stay and inclusion. There are more people outcomes scorecards throughout this report.

Why this is important

This page shows which outcomes are performing well and which outcomes you can look to improve.

How to read this

Each label represents a group of questions in the survey about people outcomes.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.
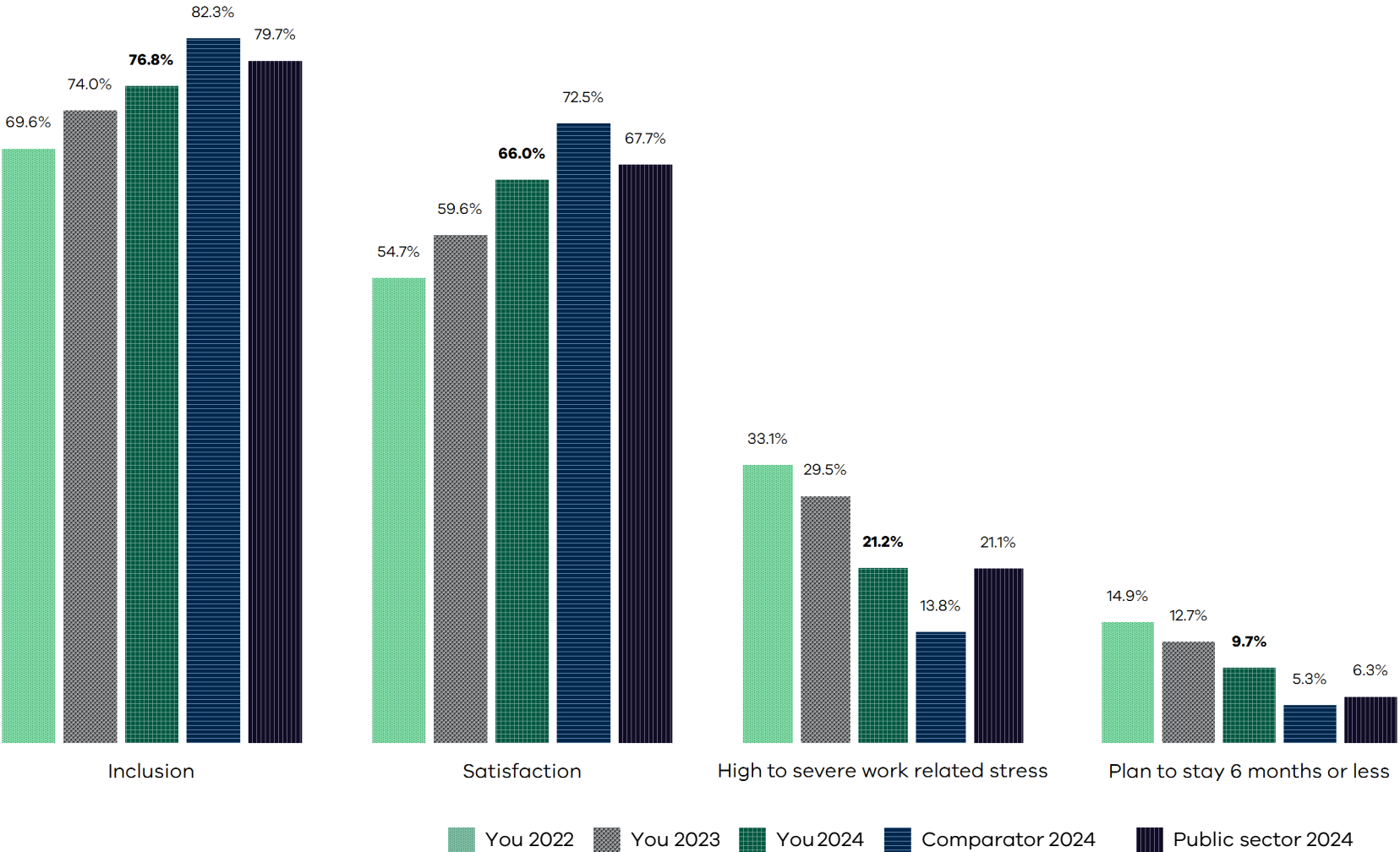
Example

In 2024:

- 76.8% of your staff who did the survey responded positively to questions about Inclusion.

Compared to:

- 82.3% of staff in your comparator group and 79.7% of staff across the public sector.

Inclusion: You 2022 69.6%, You 2023 74.0%, You 2024 **76.8%**, Comparator 2024 82.3%, Public sector 2024 79.7%

Satisfaction: You 2022 54.7%, You 2023 59.6%, You 2024 **66.0%**, Comparator 2024 72.5%, Public sector 2024 67.7%

High to severe work related stress: You 2022 33.1%, You 2023 29.5%, You 2024 **21.2%**, Comparator 2024 13.8%, Public sector 2024 21.1%

Plan to stay 6 months or less: You 2022 14.9%, You 2023 12.7%, You 2024 **9.7%**, Comparator 2024 5.3%, Public sector 2024 6.3%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

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People outcomes

Satisfaction question results

What is this

This is how satisfied staff are with their jobs, work-life balance and career development.

Why this is important

High satisfaction may lead to improved engagement, performance and lower absences and turnover.

How to read this

Under 'Your results' see results for each question in descending order by most satisfied.

'Satisfied' combines responses for satisfied and very satisfied and 'Dissatisfied' combines responses for dissatisfied and very dissatisfied.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

69% of your staff who did the survey were satisfied or very satisfied with 'Considering everything, how satisfied are you with your current job'.
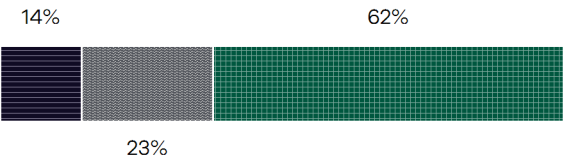
Survey question

Your results

■ Dissatisfied   ▨ Neither satisfied nor dissatisfied
▨ Satisfied

Benchmark satisfied results
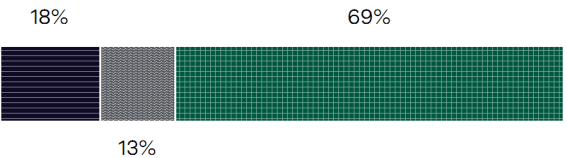
	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

Considering everything, how satisfied are you with your current job

18% / 13% / 69%

| | 56% | 66% | 69% | 71% | 77% | 81% |

How satisfied are you with the work/life balance in your current job

16% / 17% / 67%

| | 57% | 59% | 67% | 70% | 75% | 80% |

How satisfied are you with your career development within your current organisation

14% / 23% / 62%

| | 51% | 54% | 62% | 58% | 65% | 74% |

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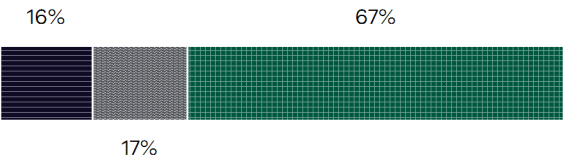
People outcomes

Work-related stress levels

What is this

This is the level of stress experienced by employees in response to work-related factors.

Why this is important

Stress can negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

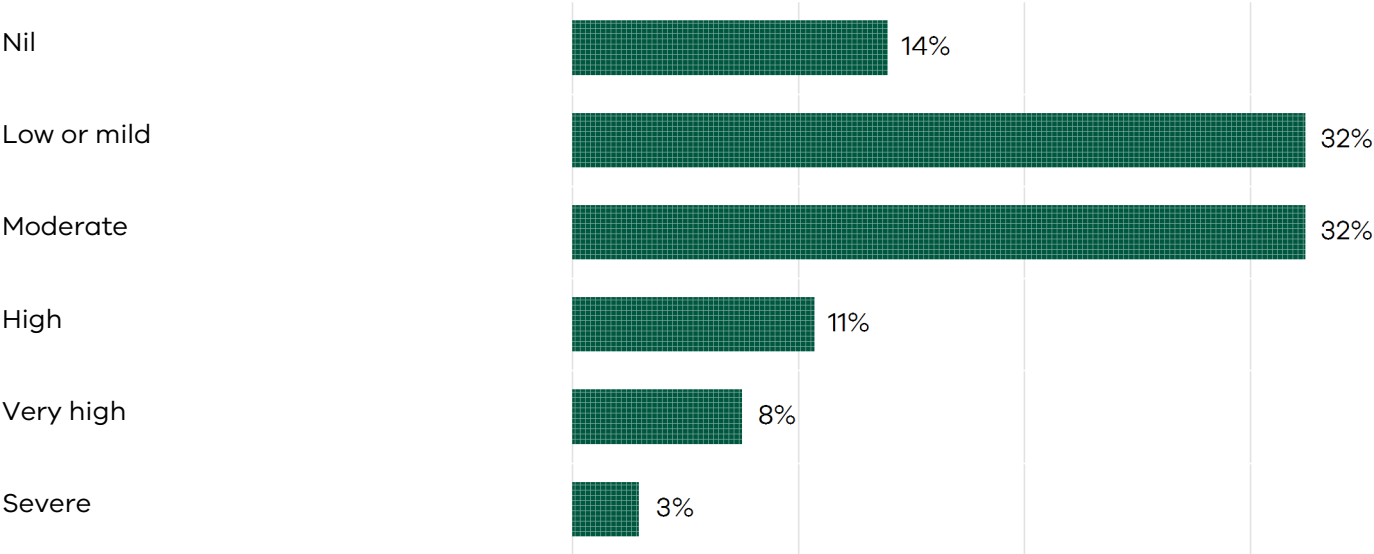In this survey we asked staff to tell us their stress level.

The graph at the top shows how staff in your group rated their current levels of work-related stress.

The numbers below show the percentage of staff in your group who said they experienced high to severe stress in 2024 compared to 2023, your comparator and the public sector.
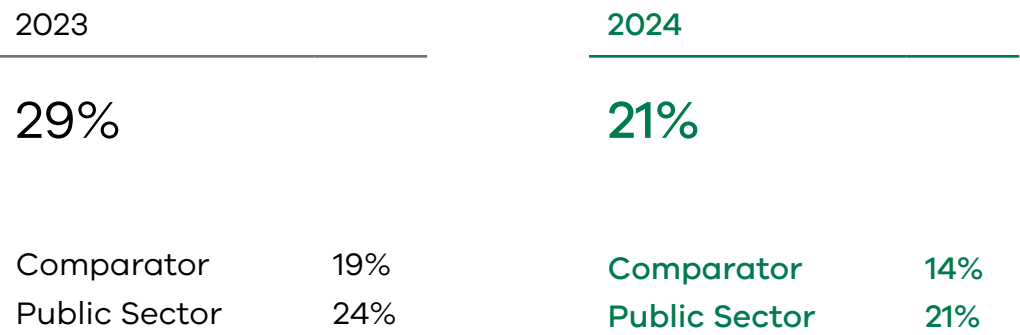
Example

21% of your staff who did the survey said they had high to severe stress in 2024. This is compared to 14% of staff in your comparator group and 21% of staff across the public sector.

How would you rate your current level of work-related stress? (You 2024)

Nil	14%
Low or mild	32%
Moderate	32%
High	11%
Very high	8%
Severe	3%

Reported levels of high to severe stress

2023		2024	
29%		**21%**	
Comparator	19%	Comparator	14%
Public Sector	24%	Public Sector	21%

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People outcomes

Work-related stress causes

What is this

This is the main work-related causes of stress reported by staff.

Why this is important

Stress can negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

In the survey, we ask staff to tell us if they have experienced mild to severe stress at work, as shown in the visual above the table.

If they answer yes, we ask them to tell us what caused the stress. They can select more than one cause.

In descending order, the table shows the top 10 causes.

Example

86% of your staff who did the survey said they experienced mild to severe stress. Of that 86%, 55% said the top reason was 'Workload' .

	321		52
	86%		14%

■ Experienced some work-related stress   ▨ Did not experience some work-related stress

Of those that experienced work related stress it was from ...	You 2023	You 2024	Comparator 2024	Public sector 2024
Workload	63%	55%	49%	48%
Time pressure	50%	46%	40%	41%
Other	16%	19%	15%	13%
Dealing with clients, patients or stakeholders	10%	16%	16%	18%
Management of work (e.g. supervision, training, information, support)	11%	15%	10%	12%
Social environment (e.g. relationships with colleagues, manager or senior leaders)	10%	15%	13%	13%
Technology or equipment	4%	12%	9%	8%
Incivility, bullying, harassment or discrimination	10%	12%	7%	7%
Content, variety, or difficulty of work	13%	10%	9%	11%
Competing home and work responsibilities	11%	9%	14%	13%

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People outcomes

Work-related stress

What is this

This is how manageable your staff feels their stress at your organisation.

Why this is important

Stress can negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

57% of your staff who did the survey said the amount of stress in their job was manageable.

Survey question

The amount of stress in my job is manageable

Your results

Disagree		Neither agree nor disagree
Don't know		Agree

23%   57%

20%
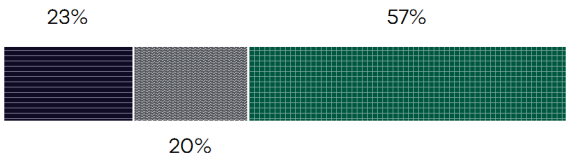
Benchmark agree results

	You			Comparator		
2022	2023	2024		Lowest	Average	Highest
Not asked	Not asked	57%		58%	66%	71%

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VICTORIA State Government

People outcomes

Burnout levels

What is this

This is the level of burnout experienced by employees in response to work-related factors.

Why this is important

Burnout can affect negatively affect peoples health and wellbeing as well as their performance and behaviour.

How to read this

In the survey, we ask staff to tell us if they have experienced being burned out at work, as shown in the visual above the table.

Example

36% of your staff who did the survey said they felt burnout at work.

Of that 36%, 44% rated their level as 'Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out' .

132	237
36%	64%

■ Experienced some burnout   ▦ Did not experience any burnout
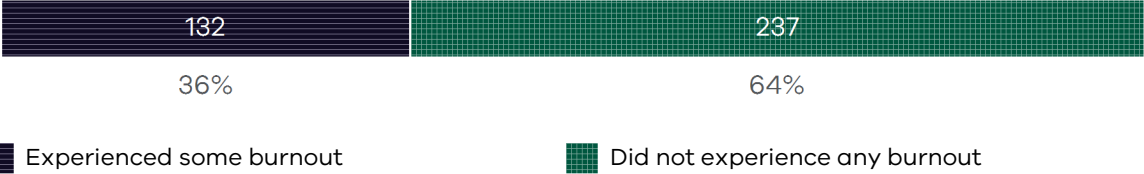
Overall, based on your definition of burnout, how would you rate your level of burnout?	You 2023	You 2024	Comparator 2024	Public sector 2024
Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out	46%	44%	49%	49%
I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion	22%	22%	18%	21%
I enjoy my work. I have no symptoms of burnout	17%	20%	25%	20%
The symptoms of burnout that I am experiencing won't go away. I think about frustration at work a lot	8%	8%	5%	6%
I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some help	7%	5%	2%	3%

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People outcomes

Intention to stay

What is this

This is what your staff intend to do with their careers in the near future.

Why this is important

In the public sector, we want to attract, keep, motivate and engage staff.

How to read this

In the survey, we ask staff to tell us how long they intend to work at their organisation.

Example

13% of your group who did the survey said they intended to work for your organisation for Over 6 months and up to 1 year.

Employees plan to work at your organisation for...	You 2023	You 2024	Comparator 2024	Public sector 2024
6 months or less	13%	10%	5%	6%
Over 6 months and up to 1 year	8%	13%	8%	9%
Over 1 year and up to 3 years	24%	23%	22%	24%
Over 3 years and up to 5 years	17%	17%	15%	16%
Over 5 years	38%	38%	49%	45%

People outcomes

Inclusion question results

What is this
This is how many staff experience that they belong, and can be themselves, at work.

Why this is important
When people feel like they belong, they can bring their true selves and lived experience to their work and workplace. This leads to increased productivity, wellbeing and better outcomes for the community.

How to read this
Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example
83% of your staff who did the survey agreed or strongly agreed with 'I feel culturally safe at work'.

Legend: ■ Disagree ▦ Neither agree nor disagree ▦ Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I feel culturally safe at work	7% / 10% / 83%	77%	82%	83%	81%	86%	89%
I can be myself at work	9% / 11% / 80%	76%	75%	80%	77%	84%	87%
I feel as if I belong at this organisation	12% / 20% / 67%	55%	65%	67%	65%	76%	81%

Victorian Public Sector Commission

VICTORIA State Government
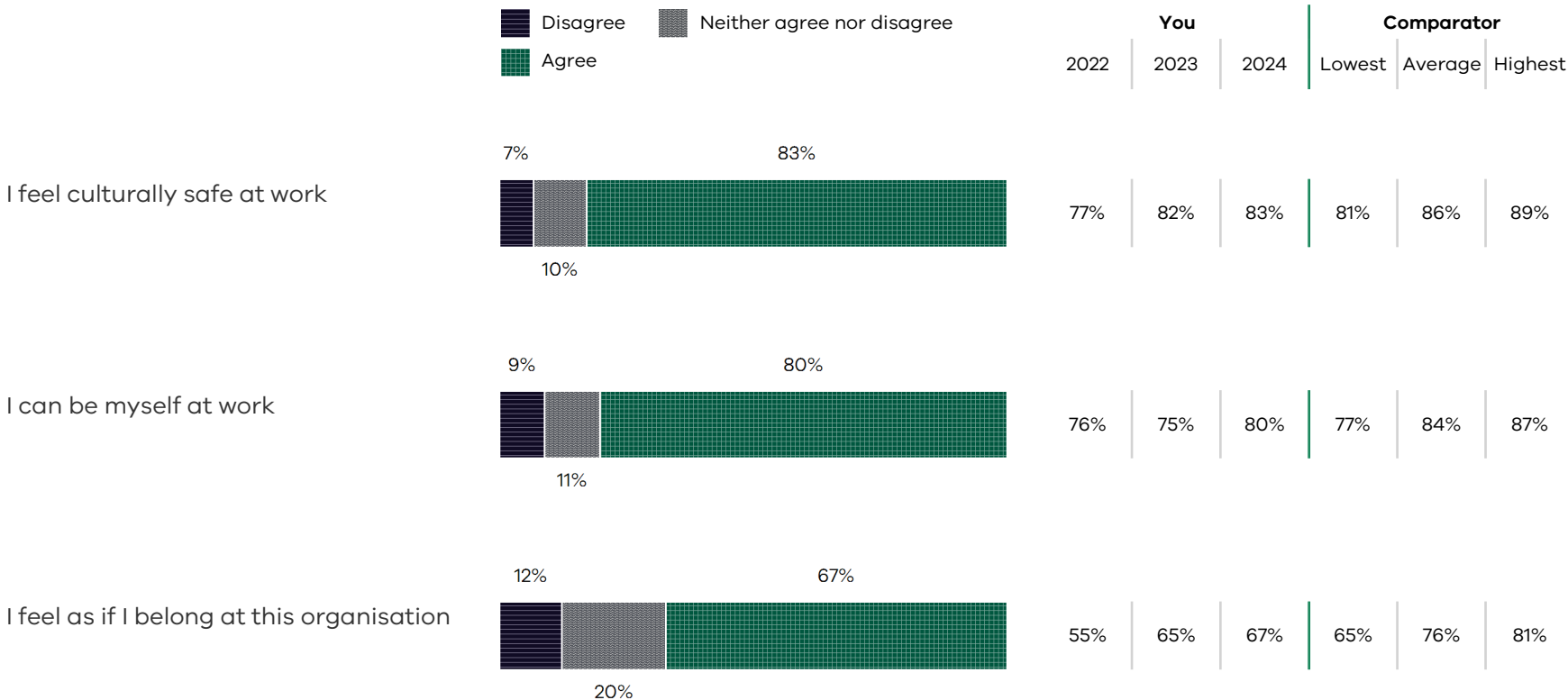
People outcomes

Inclusion - Barriers to success

What is this

This is a list of things that staff felt were barriers to their success at work.
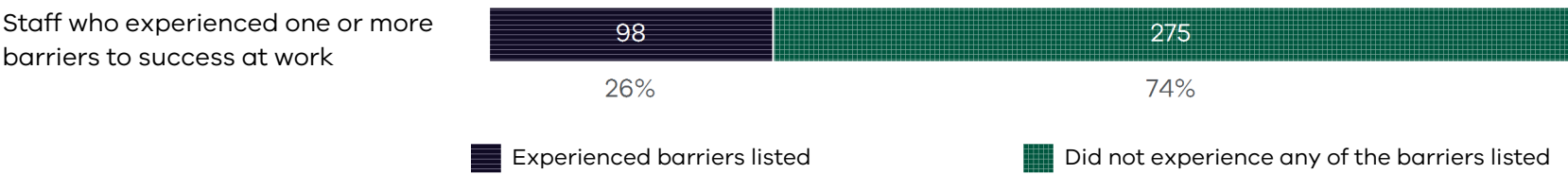
Why this is important

These results can show areas of focus for improvement to enable employee success in the workplace.

How to read this

In the survey, we ask staff to select from a list, any barriers they have experienced and believe to have hindered their success at work. They can select more than one option.

In descending order, the table shows the top 10 answers.

Example

10% of your staff who did the survey said they have experienced barriers to success in the last 12 months due to 'My age'.

Staff who experienced one or more barriers to success at work

98	275
26%	74%

■ Experienced barriers listed   ▦ Did not experience any of the barriers listed

During the last 12 months, employees experienced barriers to their success due to ...	You 2023	You 2024	Comparator 2024	Public sector 2024
My age	9%	10%	6%	7%
My mental health	10%	9%	7%	7%
My flexible working	10%	8%	5%	6%
My caring responsibilities	12%	8%	8%	7%
My physical health	7%	6%	5%	4%
My physical features	-	3%	1%	1%
My sex	-	3%	2%	4%

People outcomes

Inclusion - Witnessed barriers to success

What is this

This is a list of things that staff witnessed were barriers to their success of other employees at work.

Why this is important

These results can show areas of focus for improvement to enable employee success in the workplace.

How to read this

In the survey, we ask staff to choose from a list, any barriers that they may have witnessed that hinder the success of other employees at work. They can select more than one option.

In descending order, the table shows the top 10 answers.

Example

15% of your staff who did the survey said they have witnessed barriers to success of other employees in the last 12 months due to 'Flexible working'.

Staff who witnessed one or more barriers to success at work

95	278
25%	75%

■ Witnessed barriers listed   ■ Did not witness barriers listed
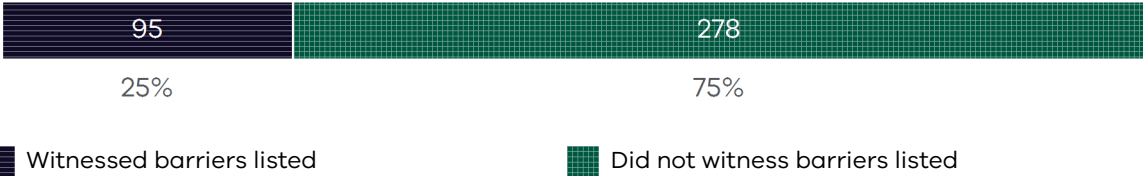
During the last 12 months, employees witnessed barriers to the success of other employees due to their …	You 2023	You 2024	Comparator 2024	Public sector 2024
Flexible working	16%	15%	7%	9%
Age	8%	10%	5%	6%
Mental health	8%	9%	6%	7%
Caring responsibilities	16%	9%	7%	7%
Physical health	3%	6%	4%	4%
Cultural background	4%	5%	4%	5%
Industrial activity	4%	5%	1%	2%
Race	-	3%	2%	3%
Physical features	-	3%	1%	1%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Scorecard: emotional effects of work

What is this

This is the level of positive and negative feelings experienced by staff in the 3 months before the survey.

Why this is important

Positive feelings can lead to higher wellbeing and job satisfaction and a lower chance of burnout.

How to read this

Each label represents a question in the survey about emotional effects of work.

Each result is the percentage of staff who said they often, very often or always felt happy, enthusiastic, worried or miserable in the past 3 months.

You can compare these with your comparator group and the public sector.

Example

In 2024:

- 57.4% of your staff who did the survey said work made them feel happy.

Compared to:

- 65.1% of staff in your comparator group and 55.4% of staff across the public sector.

Thinking about the last three months, how often has work made you feel …

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Happy
- You 2022: 43.9%
- You 2023: 49.7%
- You 2024: 57.4%
- Comparator 2024: 65.1%
- Public sector 2024: 55.4%

Enthusiastic
- You 2022: 34.1%
- You 2023: 40.4%
- You 2024: 47.5%
- Comparator 2024: 55.6%
- Public sector 2024: 49.2%

Worried
- You 2022: 54.2%
- You 2023: 38.0%
- You 2024: 35.1%
- Comparator 2024: 25.9%
- Public sector 2024: 29.2%

Miserable
- You 2022: 37.1%
- You 2023: 29.8%
- You 2024: 22.0%
- Comparator 2024: 13.9%
- Public sector 2024: 16.9%

People outcomes

Scorecard: negative behaviours

What is this

This is how many staff have experienced negative behaviours at work in the past 12 months.

Why this is important

Negative behaviours can be detrimental to health and wellbeing as well as performance and behaviour.

How to read this

Each label represents a question in the survey about negative behaviour.

Each result is the percentage of staff who said they experienced bullying, sexual harassment, discrimination or violence and aggression in the past 12 months.

You can compare these with your comparator group and the public sector.

Example

In 2024:

- 27.9% of your staff who did the survey stated they experienced 'Violence or aggression' in the last 12 months.

Compared to:

- 20.1% of staff in your comparator group and 17.6% of staff across the public sector.

Bar chart showing negative behaviours by category:

Violence or aggression: You 2022: 30.1%, You 2023: 22.3%, You 2024: 27.9%, Comparator 2024: 20.1%, Public sector 2024: 17.6%

Bullying: You 2022: 23.3%, You 2023: 20.2%, You 2024: 17.7%, Comparator 2024: 16.8%, Public sector 2024: 13.3%

Sexual harassment: You 2022: 5.7%, You 2023: 5.5%, You 2024: 6.7%, Comparator 2024: 6.2%, Public sector 2024: 5.9%

Discrimination: You 2022: 4.9%, You 2023: 8.2%, You 2024: 5.4%, Comparator 2024: 3.7%, Public sector 2024: 5.2%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Bullying

What is this

This is repeated unreasonable behaviour directed at an employee that creates a risk to their health and safety.

Why this is important

Bullying can have an immediate and longterm negative impact on those involved, including those who witness bullying.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work.

If they did, they could tell us with one or more answers what they experienced.

In descending order, the table shows the answers.

Example

18% of your staff who did the survey said they experienced bullying.

Of that 18%, 76% said the top type was 'Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)'.

Have you experienced bullying at work in the last 12 months?

66	272	35
18%	73%	9%

■ Experienced bullying   ■ Did not experience bullying   ■ Not sure
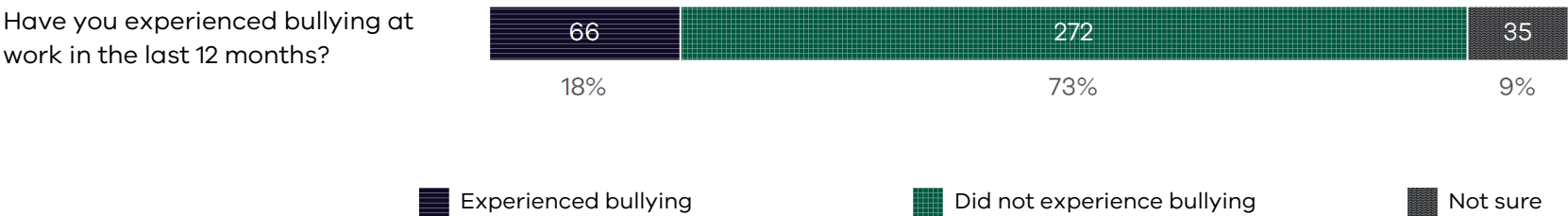
If you experienced bullying, what type of bullying did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Incivility (e.g. talking down to others, making demeaning remarks, not listening to somebody)	80%	76%	69%	69%
Intimidation and/or threats	47%	47%	28%	30%
Exclusion or isolation	20%	32%	31%	42%
Verbal abuse	17%	23%	19%	21%
Withholding essential information for me to do my job	17%	20%	23%	28%
Other	24%	17%	19%	15%
Being given impossible assignment(s)	8%	8%	3%	9%
Being assigned meaningless tasks unrelated to my job	14%	6%	10%	13%
Interference with my personal property and/or work equipment	3%	5%	3%	4%

People outcomes

Telling someone about the bullying

What is this

This is if staff told someone when they experienced bullying.

Why this is important

By understanding how staff report bullying, organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work.

If they did, they could tell us with one or more answers who they told about it.

In descending order, the table shows the answers.

Example

18% of your staff who did the survey said they experienced bullying, of which

- 48% said the top way they reported the bullying was 'Told a colleague'.
- 83% said they didn't submit a formal complaint.

Have you experienced bullying at work in the last 12 months?	66	272	35
	18%	73%	9%

■ Experienced bullying   ■ Did not experience bullying   ■ Not sure
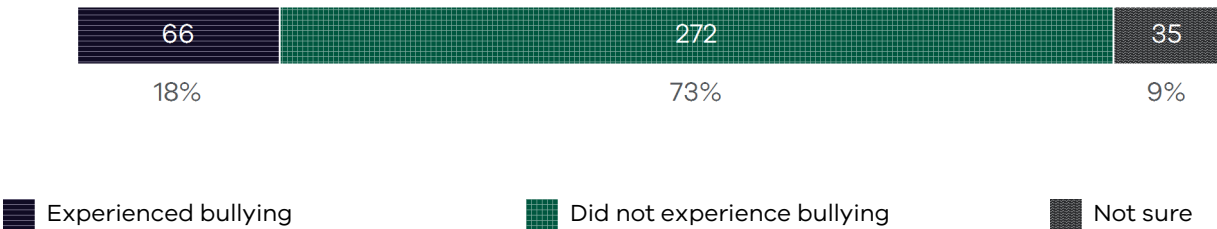
Did you tell anyone about the bullying?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague	41%	48%	40%	41%
Told a manager	44%	48%	52%	50%
Told a friend or family member	42%	45%	38%	35%
Told the person the behaviour was not OK	19%	29%	16%	16%
Told human resources	14%	26%	13%	13%
Submitted a formal complaint	10%	17%	15%	12%
I did not tell anyone about the bullying	7%	11%	8%	12%
Told someone else	8%	8%	10%	11%
Told employee assistance program (EAP) or peer support	8%	6%	7%	10%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Bullying - reasons for not submitting a formal complaint

What is this

This is why staff who experienced bullying chose not to submit a formal complaint.

Why this is important

By understanding this, organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced bullying at work. We then asked them if they submitted a formal complaint. If they didn't, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

83% of your staff who experienced bullying did not submit a formal complaint, of which:

- 58% said the top reason was 'I didn't think it would make a difference'.
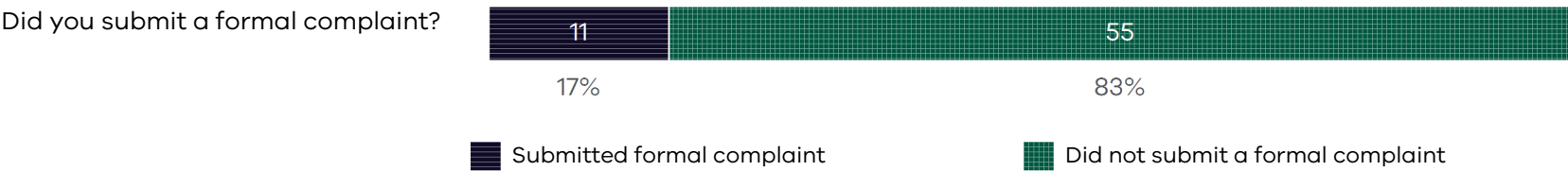
Did you submit a formal complaint?

	11	55
	17%	83%

■ Submitted formal complaint   ▦ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	55%	58%	48%	52%
I believed there would be negative consequences for my reputation	47%	56%	38%	49%
I believed there would be negative consequences for my career	36%	38%	23%	38%
Other	17%	20%	18%	16%
I didn't feel safe to report the incident	26%	18%	12%	20%
I thought the complaint process would be embarrassing or difficult	21%	15%	9%	12%
I didn't think it was serious enough	11%	11%	21%	18%
I believed there would be negative consequences for the person I was going to complain about	4%	9%	10%	10%
I didn't know how to make a complaint	2%	9%	4%	5%
I didn't know who to talk to	4%	7%	3%	5%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of bullying

What is this

This is who staff have said are responsible for bullying.

Why this is important

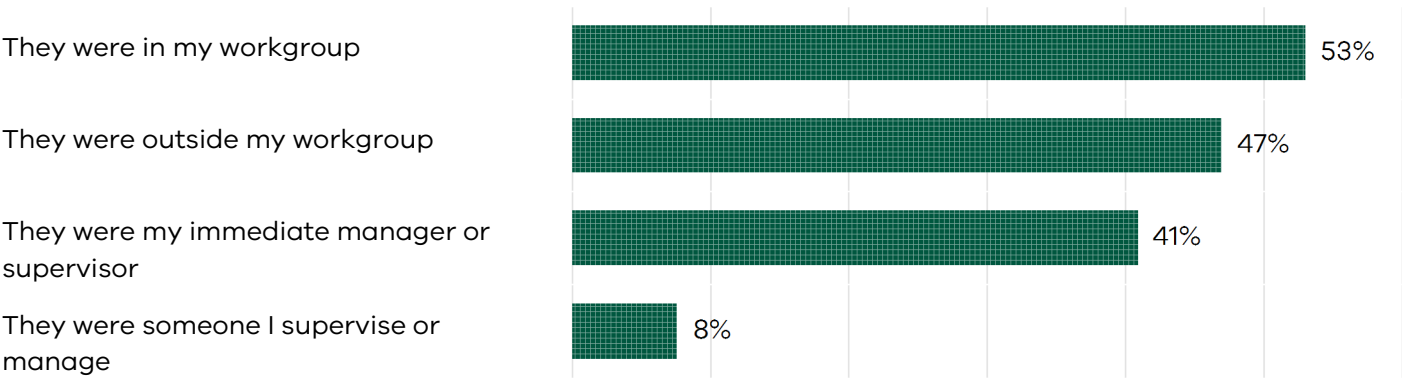Understanding where bullying happens means organisations can work out what action to take.

How to read this

In this year's survey, 18% of your staff said they experienced bullying.

If they did, they could tell us with one or more answers who the perpetrator was.

In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

18% of your staff who did the survey said they experienced bullying.

Of that 18%, 53% said it was by 'A colleague'.

66 people (18% of staff) experienced bullying (You 2024)
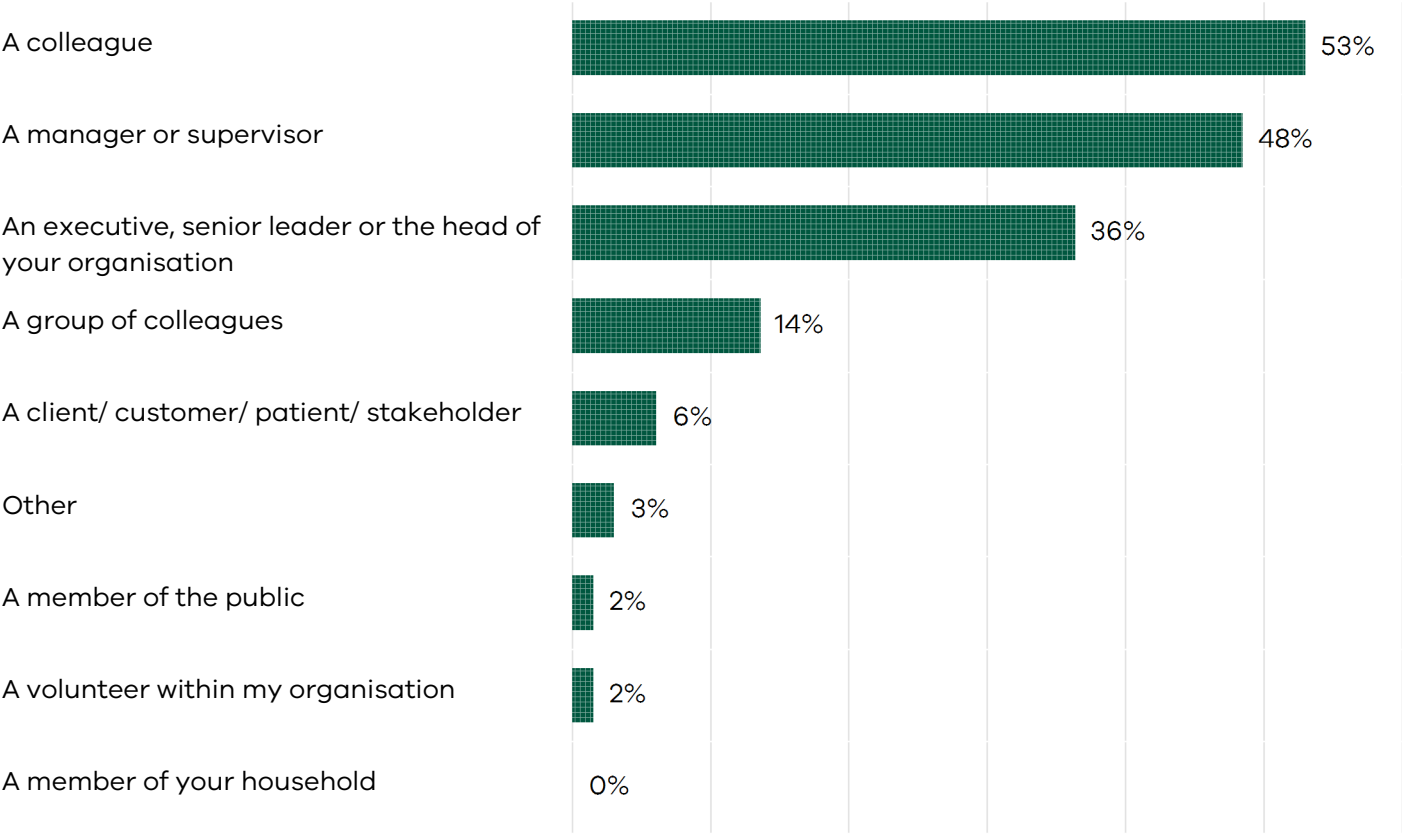
Perpetrator	Percentage
A colleague	53%
A manager or supervisor	48%
An executive, senior leader or the head of your organisation	36%
A group of colleagues	14%
A client/ customer/ patient/ stakeholder	6%
Other	3%
A member of the public	2%
A volunteer within my organisation	2%
A member of your household	0%

People outcomes

Relationship to perpetrator

What is this

This provides further detail on who staff have said are responsible for bullying within your organisation.

Why this is important

Understanding where bullying happens means organisations can work out what action to take.

How to read this

In this year's survey, 18% of your staff said they experienced bullying.

If they experienced bullying from within the organisation, they could tell us their relationship to the perpetrator.

The bar chart shows, in descending order, how many employees linked the bullying to different workplace relationships.

Example

18% of your staff who did the survey said they experienced bullying.

Of that 18%, 100% said it was by someone within the organisation.

Of that 100%, 53% said it was 'They were in my workgroup'.

66 people (100% of staff who experienced bullying) experienced bullying from within your organisation (You 2024)

Relationship	Percentage
They were in my workgroup	53%
They were outside my workgroup	47%
They were my immediate manager or supervisor	41%
They were someone I supervise or manage	8%

People outcomes

Sexual harassment

What is this

This is non-consensual or unwelcome sexual behaviour that could cause an employee to feel offended, humiliated or intimidated.

Why this is important

Sexual harassment can have an immediate and long-term negative impact on those involved, including those who witness sexual harassment.

How to read this

In the survey, we asked staff to tell us if they'd experienced sexual harassment at work.

If they did, they could tell us with one or more answers what they experienced.

In descending order, the table shows the top 10 answers.

Example

7% of your staff who did the survey said they experienced sexual harassment.

Of those, 68% said the top type was 'Intrusive questions about my private life or comments about my physical appearance'.

Have you experienced sexual harassment at work in the last 12 months?

25	348
7%	93%

■ Experienced sexual harassment ▦ Did not experience sexual harassment
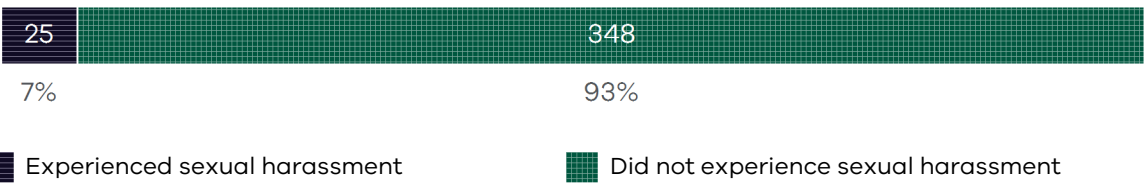
Behaviours reported	You 2023	You 2024	Comparator 2024	Public sector 2024
Intrusive questions about my private life or comments about my physical appearance	31%	68%	45%	50%
Sexually suggestive comments or jokes that made me feel offended (in either a group or one on one situation)	31%	40%	45%	53%
Inappropriate staring or leering that made me feel intimidated	25%	40%	17%	17%
Inappropriate physical contact	13%	24%	23%	23%
Unwelcome touching, hugging, cornering or kissing	6%	20%	35%	20%
Any other unwelcome conduct of a sexual nature	19%	8%	9%	9%
Repeated or inappropriate invitations to go out on dates	0%	4%	2%	5%
Request or pressure for sex or other sexual act	0%	4%	1%	2%
Sexual gestures, indecent exposure or inappropriate display of the body	0%	0%	5%	9%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	0%	0%	1%	3%

People outcomes

Response to sexual harassment

What is this

This is how staff responded when they experienced sexual harassment.

Why this is important

How staff respond when they experience sexual harassment may help organisations work out what action they need to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced sexual harassment at work.

If they did, they could tell us with one or more answers how they responded.

In descending order, the table shows the top 10 answers.

Example

7% of your staff who did the survey said they experienced sexual harassment.

Of those, 40% said the top response was 'Avoided the person(s) by staying away from them'.

Have you experienced sexual harassment at work in the last 12 months?

25	348
7%	93%

■ Experienced sexual harassment   ▨ Did not experience sexual harassment
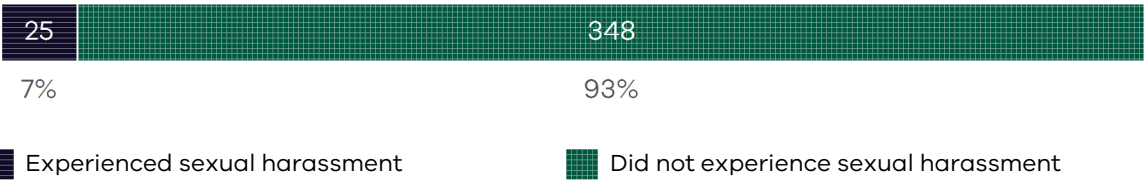
When the harassment happened to you, did you respond in any of the following ways?	You 2023	You 2024	Comparator 2024	Public sector 2024
Pretended it didn't bother me	63%	40%	40%	40%
Avoided the person(s) by staying away from them	56%	40%	30%	36%
Told the person the behaviour was not OK	6%	40%	40%	34%
Tried to laugh it off or forget about it	56%	32%	37%	39%
Told a colleague	19%	32%	32%	30%
Avoided locations where the behaviour might occur	0%	28%	20%	14%
Told a manager	13%	24%	29%	24%
Told a friend or family member	19%	20%	15%	21%
Sought a transfer to another role/location/roster	0%	4%	1%	2%
Other	0%	4%	4%	4%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Sexual harassment - reasons for not submitting a formal complaint

What is this

This is why staff who experienced sexual harassment chose not to submit a formal complaint.

Why this is important

By understanding this, organisations can work out what action to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced sexual harassment at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

96% of your staff who experienced sexual harassment did not submit a formal complaint, of which:

- 50% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

1	24
4%	96%

■ Submitted formal complaint   ▦ Did not submit a formal complaint

What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	38%	50%	32%	40%
I believed there would be negative consequences for my reputation	25%	29%	16%	26%
Other	13%	25%	14%	14%
I believed there would be negative consequences for my career	0%	21%	12%	17%
I didn't think it was serious enough	38%	17%	40%	46%
I didn't need to because I no longer had contact with the person(s) who harassed me	19%	13%	12%	10%
I didn't need to because I made the harassment stop	13%	8%	11%	10%
I didn't feel safe to report the incident	0%	8%	3%	7%
I was advised not to	6%	8%	2%	2%
I thought the complaint process would be embarrassing or difficult	6%	4%	11%	10%

Victorian Public Sector Commission

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People outcomes

Perpetrators of sexual harassment

What is this

This is who staff have said are responsible for sexual harassment.

Why this is important

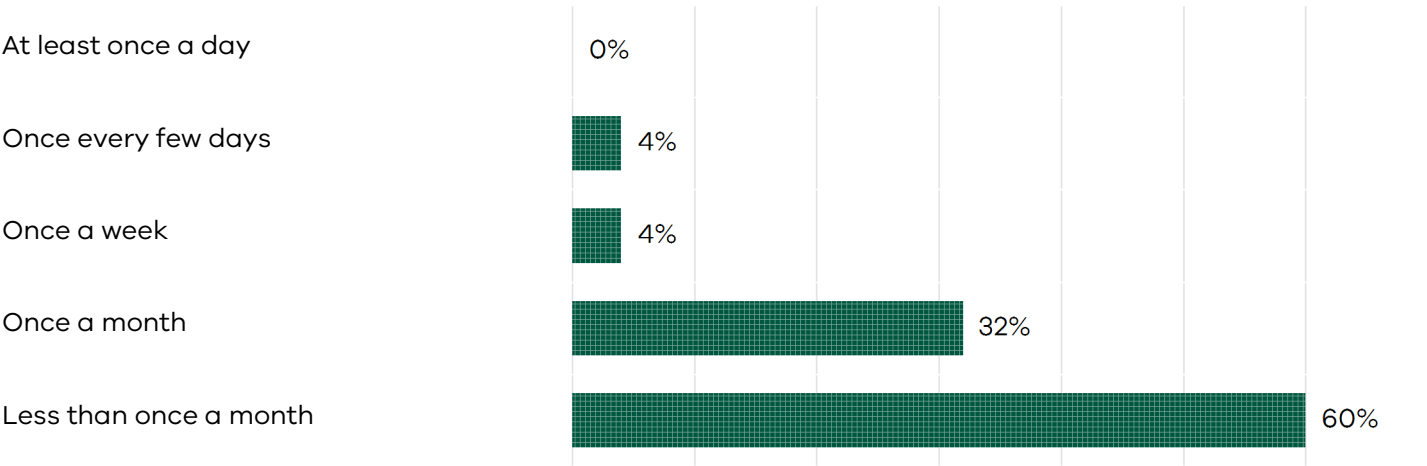Understanding where harassment happens means organisations can work out what action to take.

How to read this

In this year's survey, 7% of your staff said they experienced sexual harassment.

If they did, they could tell us with one or more answers who the perpetrator was.

In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

7% of your staff who did the survey said they experienced sexual harassment.

Of that 7%, 68% said it was by 'A client/ customer/ patient/ stakeholder'.

25 people (7% of staff) experienced sexual harassment (You 2024)

Perpetrator	Percentage
A client/ customer/ patient/ stakeholder	68%
A colleague	20%
A group of colleagues	8%
A manager or supervisor	8%
A volunteer within my organisation	4%
An executive, senior leader or the head of your organisation	4%
Other	4%
A member of my household	0%
A member of the public	0%

Victorian Public Sector Commission

VICTORIA State Government
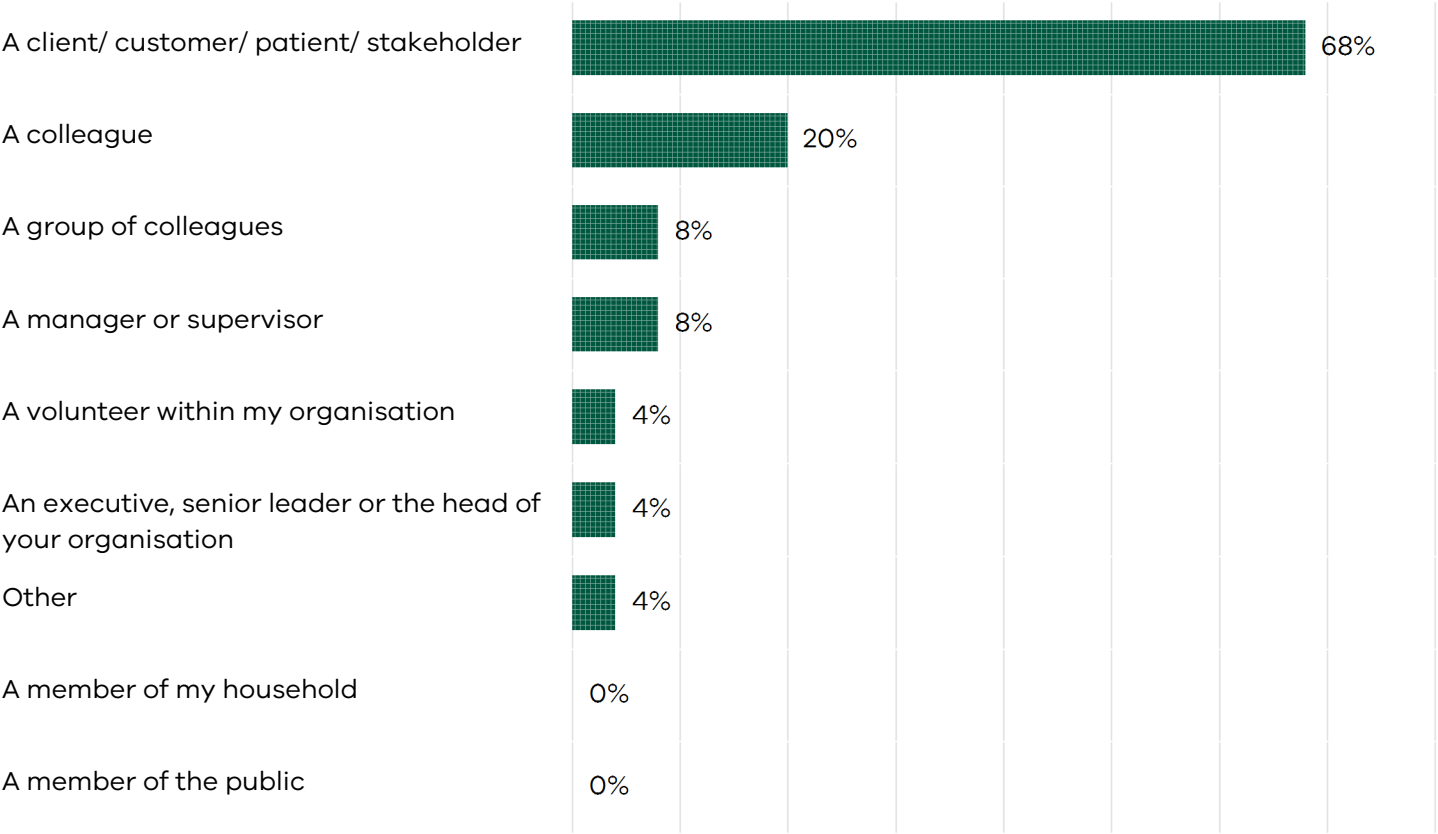
People outcomes

Frequency of sexual harassment

What is this

This is how often staff experienced sexual harassment.

Why this is important

Understanding the frequency staff experienced sexual harassment may help organisations work out what action to take.

How to read this

In this year's survey, 7% of your staff said they experienced sexual harassment.

If they did, they could tell us how often they experienced this behaviour.

The graph shows how often staff were experiencing sexual harassment.

Example

7% of your staff who did the survey said they experienced sexual harassment.

Of that 7%, 0% said it was 'At least once a day'.

How often have you experienced the behaviour(s)? (You 2024)

Frequency	Percentage
At least once a day	0%
Once every few days	4%
Once a week	4%
Once a month	32%
Less than once a month	60%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Type of discrimination

What is this

This is what types of discrimination staff report experiencing in their organisation.

Why this is important

Understanding what types of discrimination happen means an organisation can work out what action to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination.

If they did, they could tell us with one or more answers what they experienced.

In descending order, the table shows the top 10 types.

Example

5% of your staff who did the survey said they experienced discrimination.

Of that 5%, 50% said it was 'Other'.

Have you experienced discrimination at work in the last 12 months?	20	310	43
	5%	83%	12%
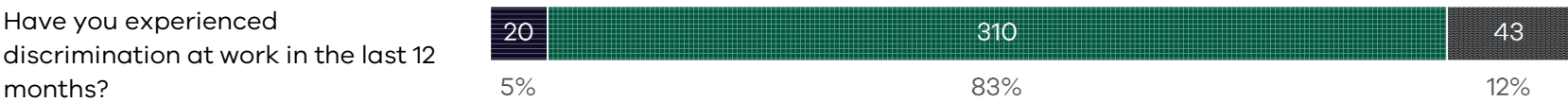
■ Experienced discrimination   ■ Did not experience discrimination   ■ Not sure

If you experienced discrimination, what type of discrimination did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Other	50%	50%	42%	41%
Opportunities for promotion	29%	25%	21%	35%
Opportunities for training or professional development	8%	15%	22%	24%
Denied flexible work arrangements or other adjustments	33%	15%	24%	22%
Access to leave	4%	15%	7%	8%
Pay or conditions offered by employer	13%	10%	20%	10%
Employment security - threats of dismissal or termination	8%	10%	21%	12%
Opportunities for transfer/secondment	8%	5%	11%	12%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Telling someone about the discrimination

What is this

This is who staff told about the discrimination they experienced.

Why this is important

Understanding who staff tell about their discrimination can inform how organisations can support staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination.

If they did, they could tell us with one or more answers who they told.

In descending order, the table shows the answers.

Example

5% of your staff who did the survey said they experienced discrimination, of which

- 40% said the top way they reported the discrimination was 'Told a colleague'.
- 95% said they didn't submit a formal complaint.

Have you experienced discrimination at work in the last 12 months?

20	310	43
5%	83%	12%

■ Experienced discrimination   ■ Did not experience discrimination   ■ Not sure
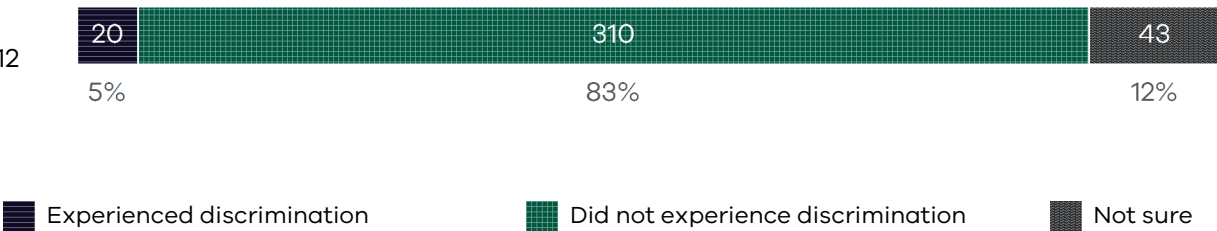
Did you tell anyone about the discrimination?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a colleague	67%	40%	44%	38%
Told a friend or family member	46%	35%	35%	32%
Told a manager	0%	25%	33%	29%
Told someone else	8%	15%	15%	14%
I did not tell anyone about the discrimination	13%	15%	22%	24%
Told human resources	8%	10%	21%	11%
Submitted a formal complaint	0%	5%	11%	8%
Told the person the behaviour was not OK	0%	5%	11%	9%
Told employee assistance program (EAP) or peer support	13%	0%	5%	9%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Discrimination - reasons for not submitting a formal complaint

What is this

This is why staff who experienced discrimination chose not to submit a formal complaint.

Why this is important

By understanding this, organisations can work out what action to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced discrimination at work. We then asked them if they submitted a formal complaint. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

95% of your staff who experienced discrimination did not submit a formal complaint, of which:

- 84% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal complaint?

1	19
5%	95%

■ Submitted formal complaint   ▨ Did not submit a formal complaint
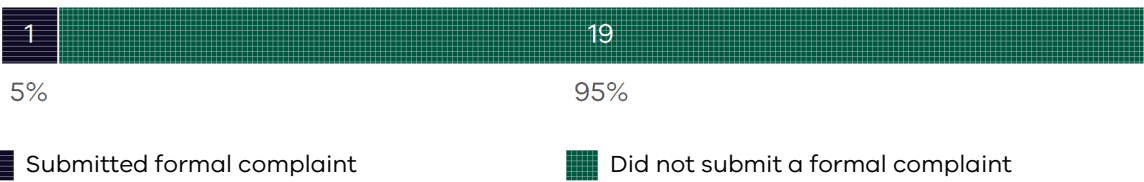
What was your reason for not submitting a formal complaint?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	67%	84%	57%	59%
I believed there would be negative consequences for my reputation	71%	53%	34%	51%
I believed there would be negative consequences for my career	67%	32%	38%	49%
I didn't feel safe to report the incident	29%	26%	24%	20%
Other	13%	21%	17%	11%
I believed there would be negative consequences for the person I was going to complain about	0%	11%	12%	8%
I thought the complaint process would be embarrassing or difficult	4%	11%	14%	13%
I didn't know who to talk to	4%	5%	5%	6%
I didn't need to because I made the discrimination stop	0%	0%	1%	3%
I didn't know how to make a complaint	4%	0%	4%	5%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of discrimination

What is this

This is who staff have said are responsible for discrimination.

Why this is important

Understanding where discrimination happens means organisations can work out what action to take.

How to read this

In this year's survey, 5% of your staff said they experienced discrimination.

If they did, they could tell us with one or more answers who the perpetrator was.

In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

5% of your staff who did the survey said they experienced discrimination.

Of that 5%, 60% said it was by 'A manager or supervisor'.

20 people (5% of staff) experienced discrimination (You 2024)
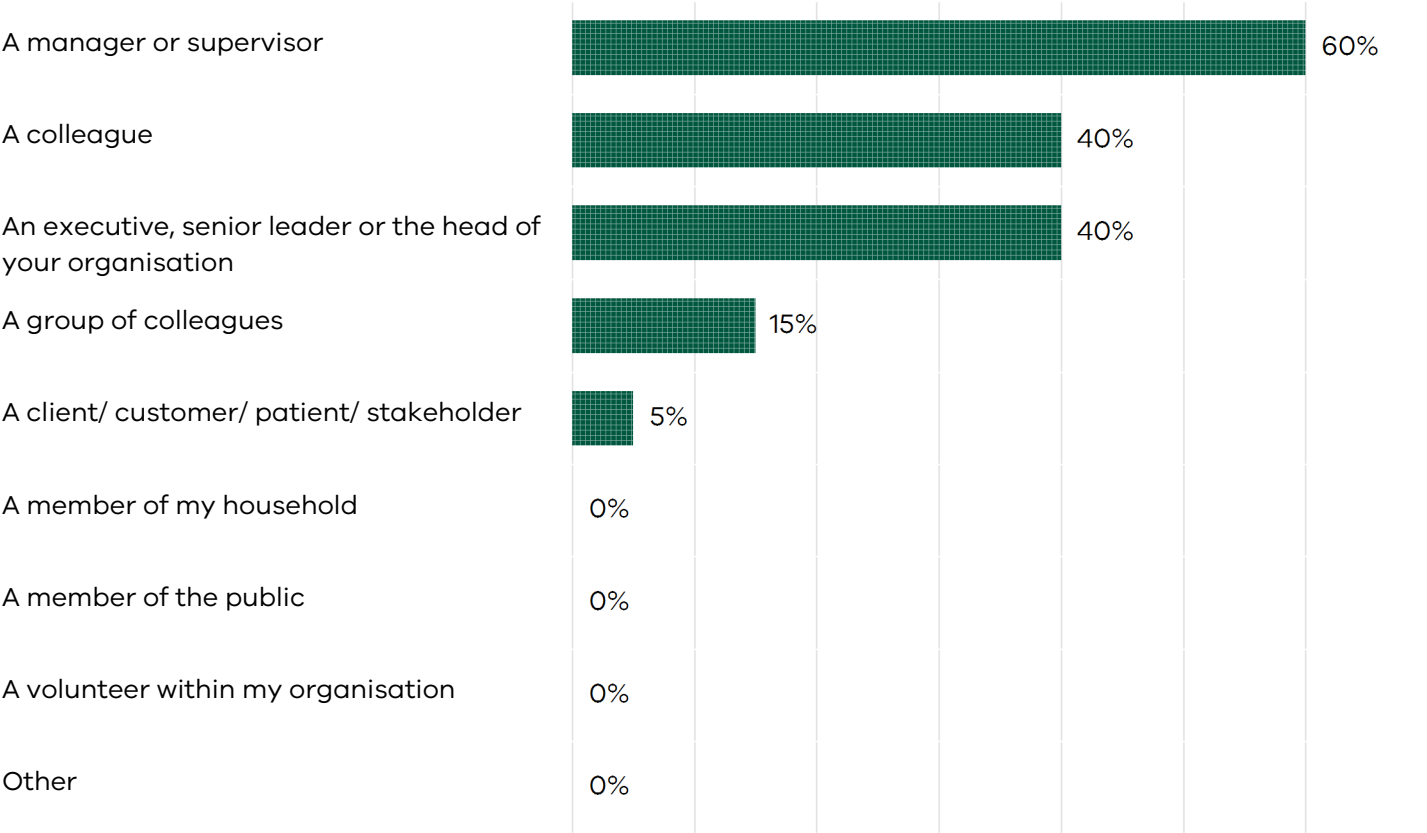
Perpetrator	Percentage
A manager or supervisor	60%
A colleague	40%
An executive, senior leader or the head of your organisation	40%
A group of colleagues	15%
A client/ customer/ patient/ stakeholder	5%
A member of my household	0%
A member of the public	0%
A volunteer within my organisation	0%
Other	0%

People outcomes

Relationship to perpetrator

What is this

This provides further detail on who staff have said are responsible for discrimination within your organisation.

Why this is important

Understanding where discrimination happens means organisations can work out what action to take.

How to read this

In this year's survey, 5% of your staff said they experienced discrimination.

If they experienced discrimination from within the organisation, they could tell us their relationship to the perpetrator.

The bar chart shows, in descending order, how many employees linked the discrimination to different workplace relationships.

Example

5% of your staff who did the survey said they experienced discrimination.

Of that 5%, 100% said it was by someone within the organisation.

Of that 100%, 55% said it was 'They were in my workgroup'.

20 people (100% of staff who experienced discrimination) experienced discrimination from within your organisation (You 2024)

Relationship	Percentage
They were in my workgroup	55%
They were my immediate manager or supervisor	35%
They were outside my workgroup	30%
They were someone I supervise or manage	5%
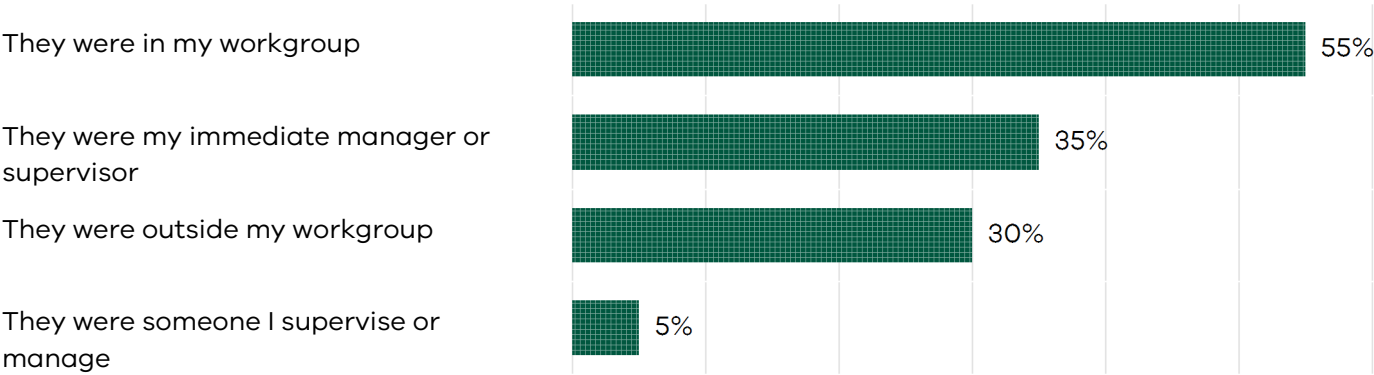
People outcomes

Violence and aggression

What is this

This is when staff are abused, threatened or assaulted in a situation related to their work.

Why this is important

Violence and aggression can have an immediate and long-term negative impact on those involved, including those who witness violence and aggression.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression. If they did, they could tell us with one or more answers what they experienced.

In descending order, the table shows the answers.

Example

28% of your staff who did the survey said they experienced violence or aggression.

Of that 28%, 81% said it was 'Abusive language'.

Have you experienced violence or aggression at work in the last 12 months?

104	253	16
28%	68%	4%

■ Experienced violence or aggression   ■ Did not experience violence or aggression   ■ Not sure

If you experienced violence or aggression, what type did you experience?	You 2023	You 2024	Comparator 2024	Public sector 2024
Abusive language	78%	81%	78%	81%
Intimidating behaviour	63%	79%	57%	71%
Threats of violence	23%	32%	27%	38%
Physical assault (e.g. spitting, hitting, pushing, tripping, grabbing, throwing objects)	28%	24%	33%	26%
Damage to my property or work equipment	3%	6%	3%	9%
Other	3%	4%	5%	3%
Stalking, including cyber-stalking	0%	2%	1%	1%

People outcomes

Telling someone about violence and aggression

What is this

This is who staff told about what violence and aggression they experienced.

Why this is important

Understanding this means organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression.

If they did, they could tell us with one or more answers who they told.

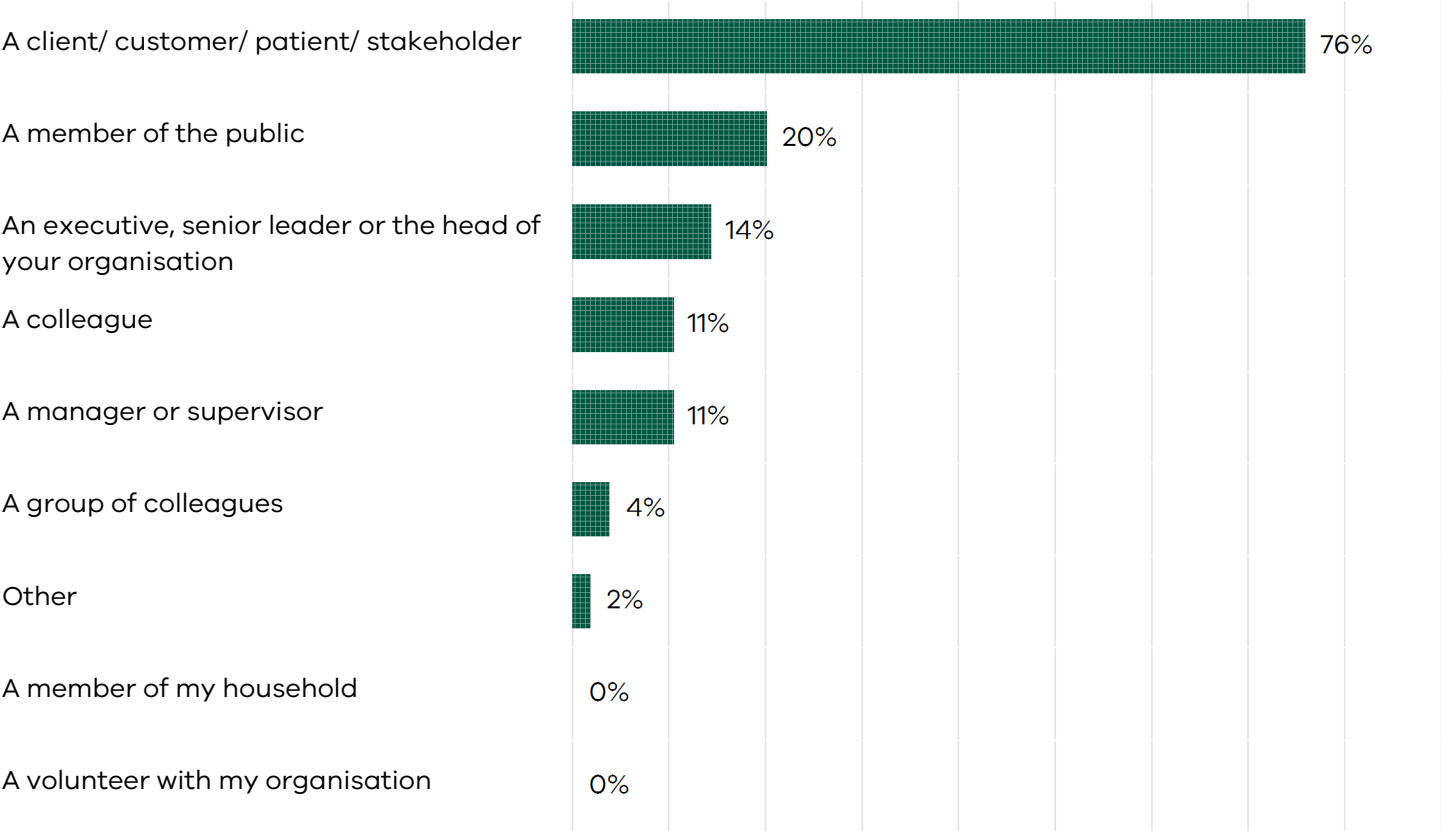In descending order, the table shows the answers.

Example

28% of your staff who did the survey said they experienced violence or aggression, of which

- 58% said the top way they reported the violence or agression was 'Told a manager'.
- 48% said they didn't submit a formal incident report

Have you experienced violence or aggression at work in the last 12 months?

104	253	16
28%	68%	4%

■ Experienced violence or aggression ▦ Did not experience violence or aggression ▦ Not sure
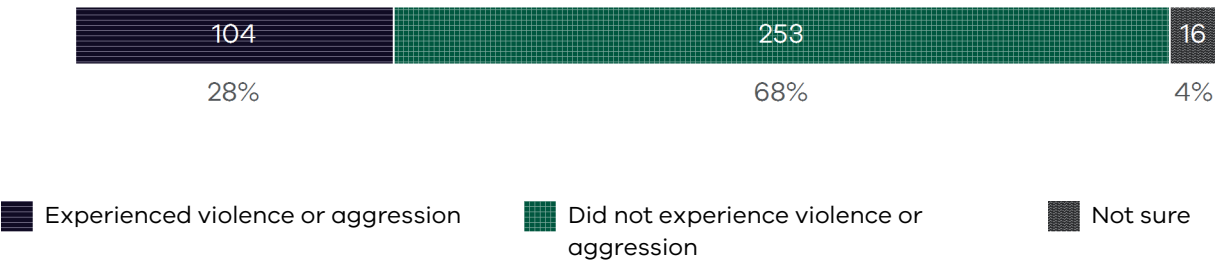
Did you tell anyone about the incident?	You 2023	You 2024	Comparator 2024	Public sector 2024
Told a manager	51%	58%	56%	58%
Submitted a formal incident report	34%	52%	39%	36%
Told a colleague	48%	50%	40%	45%
Told the person the behaviour was not OK	20%	35%	31%	30%
Told a friend or family member	18%	20%	15%	19%
Told human resources	5%	11%	2%	4%
Told employee assistance program (EAP) or peer support	2%	4%	2%	4%
I did not tell anyone about the incident(s)	9%	4%	5%	7%
Told someone else	6%	2%	5%	5%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Violence and aggression - reasons for not submitting a formal incident report

What is this

This is why staff who experienced violence or aggression chose not to submit a formal incident report.

Why this is important

By understanding this, organisations can work out what action to take.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression at work. We then asked them if they submitted a formal incident report. If they did not, they could tell us with one or more answers why not. In descending order, the table shows the top 10 answers.

Example

48% of your staff who experienced violence or aggression did not submit a formal incident report, of which:

- 40% said the top reason was 'I didn't think it would make a difference'.

Did you submit a formal incident report?
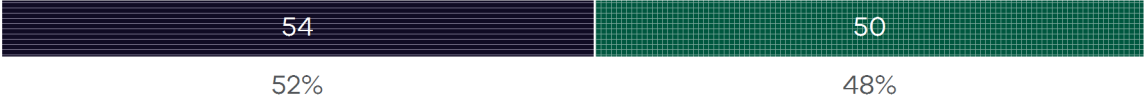
Submitted formal incident report	Did not submit a formal incident report
54	50
52%	48%

What was your reason for not submitting a formal incident report?	You 2023	You 2024	Comparator 2024	Public sector 2024
I didn't think it would make a difference	56%	40%	36%	39%
I didn't think it was serious enough	28%	28%	30%	32%
I believed there would be negative consequences for my reputation	33%	28%	9%	15%
I believed there would be negative consequences for my career	26%	24%	6%	12%
Other	12%	18%	28%	23%
I didn't need to because I made the violence or aggression stop	9%	12%	14%	14%
I didn't feel safe to report the incident	21%	12%	3%	6%
I thought the complaint process would be embarrassing or difficult	7%	8%	3%	4%
I didn't need to because I no longer had contact with the person(s) who was aggressive or violent to me	5%	6%	8%	14%
I didn't know how to make a complaint	2%	6%	2%	3%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Perpetrators of violence and aggression

What is this

This is who staff have said are responsible for violence and aggression.

Why this is important

Understanding this means organisations can plan how to support and protect staff.

How to read this

In the survey, we asked staff to tell us if they'd experienced violence or aggression.

If they did, they could tell us with one or more answers who the perpetrator was.

In descending order, the bar chart shows the perpetrators with the largest number of responses.

Each row is one perpetrator or group of perpetrators.

Example

28% of your staff who did the survey said they experienced violence or aggression.

Of that 28%, 76% said it was by 'A client/ customer/ patient/ stakeholder'.

104 people (28% of staff) experienced violence or aggression (You 2024)

Perpetrator	Percentage
A client/ customer/ patient/ stakeholder	76%
A member of the public	20%
An executive, senior leader or the head of your organisation	14%
A colleague	11%
A manager or supervisor	11%
A group of colleagues	4%
Other	2%
A member of my household	0%
A volunteer with my organisation	0%

People outcomes

Relationship to perpetrator

What is this

This provides further detail on who staff have said are responsible for violence or aggression within your organisation.

Why this is important

Understanding where violence or aggression happens means organisations can work out what action to take.

How to read this

In this year's survey, 28% of your staff said they experienced violence or aggression.

If they experienced violence or aggression from within the organisation, they could tell us their relationship to the perpetrator.

The bar chart shows, in descending order, how many employees linked the violence or aggression to different workplace relationships.

Example

28% of your staff who did the survey said they experienced violence or aggression.

Of that 28%, 30% said it was by someone within the organisation.

Of that 30%, 61% said it was 'They were outside my workgroup'.

31 people (30% of staff who experienced violence or aggression) experienced violence or aggression from within your organisation (You 2024)

They were outside my workgroup — 61%

They were my immediate manager or supervisor — 29%

They were in my workgroup — 23%

They were someone I supervise or manage — 6%
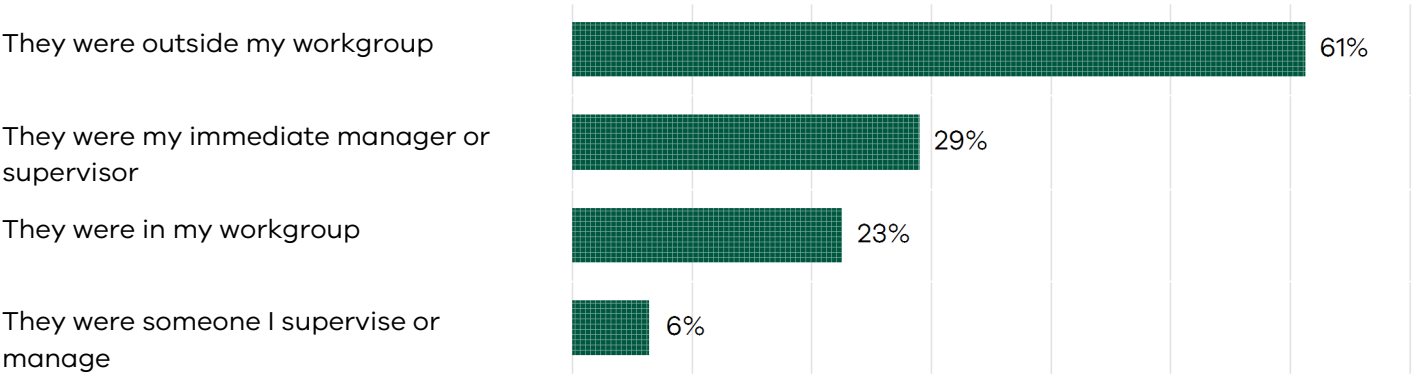
Negative behaviour

Witnessing negative behaviours

What is this

This is where staff witnessed people acting in a negative way against a colleague.

Why this is important

Witnessing negative behaviour can still have a negative impact on the person, as it does on the victim.

How to read this

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.

They could tell us with one or more answers if they witnessed negative behaviour and what type they witnessed.

In descending order, the table shows the answers.

Example

27% of your staff who did the survey said they witnessed some negative behaviour at work.

73% said 'No, I have not witnessed any of the situations above'.

Have you witnessed any negative behaviour at work in the last 12 months?

101	272
27%	73%

■ Witnessed some negative behaviour   ▦ Did not witness some negative behaviour
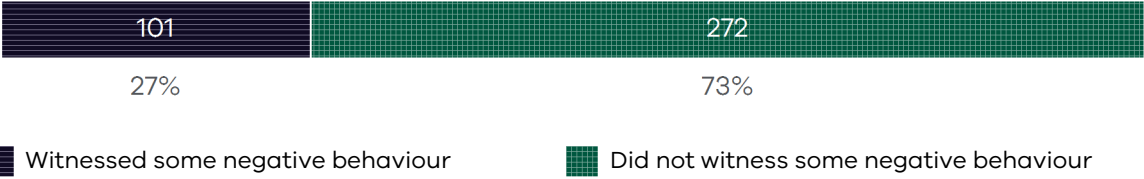
During the last 12 months in your current organisation, have you witnessed any of the following negative behaviours at work?	You 2023	You 2024	Comparator 2024	Public sector 2024
No, I have not witnessed any of the situations above	70%	73%	77%	77%
Bullying of a colleague	23%	19%	16%	15%
Discrimination against a colleague	9%	8%	8%	9%
Violence or aggression against a colleague	7%	8%	5%	6%
Sexual harassment of a colleague	1%	0%	1%	2%

Victorian Public Sector Commission

VICTORIA State Government

Negative behaviour

Taking action when witnessing negative behaviours

What is this

This is what your staff did when they witnessed negative behaviour at work.

Why this is important

What staff do when they witness negative behaviour may help organisations understand what support their staff need.

How to read this

In the survey, we asked staff to tell us if they'd witnessed any negative behaviour at work.
If they did, they could tell us with one or more answers what action they took.
In descending order, the table shows the answers.

Example

27% of your staff who did the survey witnessed negative behaviour, of which:

- 68% said the top action they took was 'Spoke to the person who experienced the behaviour'.
- 12% took no action.

Have you witnessed any negative behaviour at work in the last 12 months?

101	272
27%	73%

■ Witnessed some negative behaviour ▨ Did not witness some negative behaviour
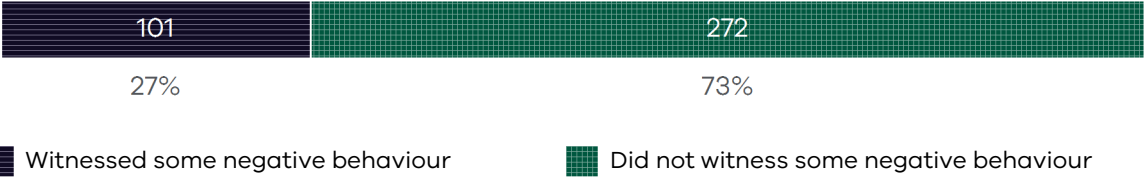
When you witnessed these behaviour(s), did you do any of the following?	You 2023	You 2024	Comparator 2024	Public sector 2024
Spoke to the person who experienced the behaviour	65%	68%	64%	71%
Told a manager	22%	42%	44%	40%
Spoke to the person who behaved in a negative way	16%	24%	23%	20%
Told a colleague	19%	21%	21%	21%
Told the person the behaviour was not OK	15%	18%	26%	24%
Took no action	-	12%	5%	7%

Victorian Public Sector Commission

VICTORIA State Government

People outcomes

Negative behaviour - satisfaction with making a formal complaint

What is this

This is how satisfied a staff member was with how your organisation managed their complaint.

Why this is important

When staff submit a formal complaint for negative behaviours, they should feel your organisation will manage it effectively and professionally.

How to read this

Under 'Your results', see results for each type of negative behaviour in descending order by most satisfied.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

43% of staff were satisfied with the way your organisation handled their formal 'Violence or aggression' complaint.

Were you satisfied with the way your formal complaint was handled

- No
- Don't know
- Yes

Survey question	Your results	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
Violence or aggression	41% / 17% / 43%	47%	45%	43%	21%	48%	74%
Bullying	82% / 18%	-	-	0%	10%	34%	27%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay
- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Key differences

Highest scoring questions

What is this

These are the questions your group had the highest agreement or satisfaction with in 2024.

How to read this

Use this data to see where your group has the highest agreement or satisfaction with questions from the 2024 survey.

In this table, your score for this year is shown in the 'You 2024' column.

You can also compare your 2024 scores against your 2023 scores and your 2024 comparator group.

Example

On the first row 'Job enrichment', the 'You 2024' column shows 91% of your staff who did the survey agreed with 'I can use my skills and knowledge in my job'. In the 'Change from 2023' column, you have a -3% change, which is a negative trend.

Question group	Highest scoring questions	You 2024	Change from 2023	Comparator 2024
Job enrichment	I can use my skills and knowledge in my job	91%	-3%	93%
Meaningful work	I can make a worthwhile contribution at work	90%	+1%	95%
Meaningful work	I achieve something important through my work	89%	+1%	94%
Job enrichment	I clearly understand what I am expected to do in this job	87%	+0%	90%
Job enrichment	I understand how my job helps my organisation achieve its goals	86%	+1%	92%
Collaboration	I am able to work effectively with others outside my immediate workgroup	85%	+0%	87%
Inclusion	I feel culturally safe at work	83%	+1%	86%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	83%	-2%	89%
Meaningful work	I get a sense of accomplishment from my work	80%	-2%	89%
Inclusion	I can be myself at work	80%	+5%	84%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Lowest scoring questions

What is this

These are the questions your group had the lowest agreement or satisfaction with in 2024.

How to read this

Use this data to see where your group has the lowest agreement or satisfaction with questions from the 2024 survey.

In this table, your score for this year is shown in the 'You 2024' column.

You can also compare your 2024 scores against your 2023 scores and your 2024 comparator group.

Example

On the first row 'Safety climate', the 'You 2024' column shows 41% of your staff who did the survey agreed with 'All levels of my organisation are involved in the prevention of stress'. In the 'Change from 2023' column, you have a +3% change, which is a positive trend.

Question group	Lowest scoring questions	You 2024	Change from 2023	Comparator 2024
Safety climate	All levels of my organisation are involved in the prevention of stress	41%	+3%	48%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	42%	+6%	54%
Taking action	My organisation has made improvements based on the survey results from last year	42%	+5%	33%
Organisational integrity	I believe the promotion processes in my organisation are fair	43%	+2%	51%
Organisational integrity	I have an equal chance at promotion in my organisation	45%	+3%	52%
Senior leadership	Senior leaders demonstrate honesty and integrity	45%	-2%	63%
Safety climate	Senior leaders consider the psychological health of employees to be as important as productivity	46%	+4%	58%
Safety climate	My organisation has effective procedures in place to support employees who may experience stress	47%	+1%	55%
Taking action	I believe my organisation will make improvements based on the results of this year's survey	47%	+5%	49%
Workload	I have enough time to do my job effectively	48%	+4%	59%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Most improved

What is this

This is where staff feel their group has most improved.

How to read this

Use this data to see if your organisation has a developing or changing trend.

In this table, your trend is shown in the 'Increase from 2023' column.

When you use this data, focus on the increase instead of individual numbers.

This is because the increase from 2023 shows you where the most positive changes are happening in your organisation.

Example

On the first row 'Manager support', the 'You 2024' column shows 69% of your staff who did the survey agreed with 'My manager gives me feedback that helps me improve my performance'.

In the 'Increase from 2023' column, you have a 13% increase, which is a positive trend.

Question group	Most improved from last year	You 2024	Increase from 2023	Comparator 2024
Manager support	My manager gives me feedback that helps me improve my performance	69%	+13%	77%
Learning and development	I am satisfied with the way my learning and development needs have been addressed in the last 12 months	61%	+11%	64%
Learning and development	My organisation places a high priority on the learning and development of staff	65%	+11%	63%
Patient safety climate	My suggestions about patient safety would be acted upon if I expressed them to my manager	69%	+9%	78%
Satisfaction	How satisfied are you with the work/life balance in your current job	67%	+8%	75%
Engagement	My organisation motivates me to help achieve its objectives	56%	+8%	68%
Satisfaction	How satisfied are you with your career development within your current organisation	62%	+8%	65%
Workload	The workload I have is appropriate for the job that I do	54%	+7%	64%
Learning and development	I am satisfied with the opportunities to progress in my organisation	51%	+6%	59%
Safety climate	Senior leaders show support for stress prevention through involvement and commitment	42%	+6%	54%

Key differences

Most declined

What is this

This is where staff feel their group has most declined.

How to read this

Use this data to see if your organisation has a developing or changing trend.

In this table, your trend is shown in the 'Decrease from 2023' column.

When you use this data, focus on the decrease instead of individual numbers.

This is because the decrease from 2023 shows you where the most negative changes are happening in your organisation.

Example

On the first row 'Organisational integrity', the 'You 2024' column shows 54% of your staff who did the survey agreed with 'My organisation is committed to earning a high level of public trust'.

In the 'Decrease from 2023' column, you have a 14% decrease, which is a negative trend.

Question group	Largest decline from last year	You 2024	Decrease from 2023	Comparator 2024
Organisational integrity	My organisation is committed to earning a high level of public trust	54%	-14%	80%
Senior leadership	Senior leaders model my organisation's values	48%	-3%	66%
Patient safety climate	The culture in my work area makes it easy to learn from the errors of others	54%	-3%	69%
Safe to speak up	I feel safe to challenge inappropriate behaviour at work	55%	-3%	70%
Job enrichment	I can use my skills and knowledge in my job	91%	-3%	93%
Human rights	I understand how the Charter of Human Rights and Responsibilities applies to my work	77%	-3%	85%
Organisational integrity	My organisation does not tolerate improper conduct	53%	-3%	71%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	51%	-2%	66%
Topical	I understand how the Code of Conduct for Victorian public sector employees applies to my work	83%	-2%	89%
Senior leadership	Senior leaders demonstrate honesty and integrity	45%	-2%	63%

Victorian Public Sector Commission

VICTORIA State Government

Key differences

Biggest positive difference from comparator

What is this

This is where your staff have agreed more to a question compared to staff at similar organisations.

How to read this

Use this data to see where your organisation has the biggest positive difference with questions from the 2024 survey compared to your comparator group.
In this table, the difference to your comparator is shown in the 'Difference' column.

Example

On the first row 'Taking action', the 'You 2024' column shows 42% of your staff who did the survey agreed with 'My organisation has made improvements based on the survey results from last year'. The 'Difference' column, shows that agreement for this question was 9% higher than in your comparator.

Question group	Biggest positive difference from comparator	You 2024	Difference	Comparator 2024
Taking action	My organisation has made improvements based on the survey results from last year	42%	+9%	33%
Learning and development	My organisation places a high priority on the learning and development of staff	65%	+2%	63%

Key differences

Biggest negative difference from comparator

What is this

This is where your staff have agreed less to a question compared to staff at similar organisations.

How to read this

Use this data to see where your organisation has the biggest negative difference with questions from the 2024 survey compared to your comparator group.

In this table, the difference to your comparator is shown in the 'Difference' column.

Example

On the first row 'Organisational integrity', the 'You 2024' column shows 54% of your staff who did the survey agreed with 'My organisation is committed to earning a high level of public trust'.

The 'Difference' column, shows that agreement for this question was 26% lower than in your comparator.

Question group	Biggest negative difference from comparator	You 2024	Difference	Comparator 2024
Organisational integrity	My organisation is committed to earning a high level of public trust	54%	-26%	80%
Engagement	I am proud to tell others I work for my organisation	58%	-19%	77%
Organisational integrity	My organisation does not tolerate improper conduct	53%	-18%	71%
Senior leadership	Senior leaders demonstrate honesty and integrity	45%	-18%	63%
Senior leadership	Senior leaders model my organisation's values	48%	-17%	66%
Patient safety climate	I would recommend a friend or relative to be treated as a patient here	63%	-16%	79%
Engagement	I would recommend my organisation as a good place to work	56%	-16%	72%
Engagement	My organisation inspires me to do the best in my job	54%	-15%	69%
Patient safety climate	The culture in my work area makes it easy to learn from the errors of others	54%	-15%	69%
Organisational integrity	My organisation takes steps to eliminate bullying, harassment and discrimination	51%	-15%	66%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay

- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Taking action

What is this

This is how well staff feel their organisation takes action and makes improvements from your survey results.

Why this is important

If your organisation takes action as a result of survey results, your staff may feel their feedback is valuable.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

47% of your staff who did the survey agreed or strongly agreed with 'I believe my organisation will make improvements based on the results of this year's survey'.

Survey question
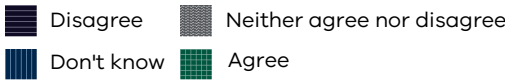
Your results

Disagree | Neither agree nor disagree
Don't know | Agree

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

I believe my organisation will make improvements based on the results of this year's survey

19%   47%
34%

| | 30% | 42% | 47% | 42% | 49% | 61% |

My organisation has made improvements based on the survey results from last year

21%   42%
14%   23%
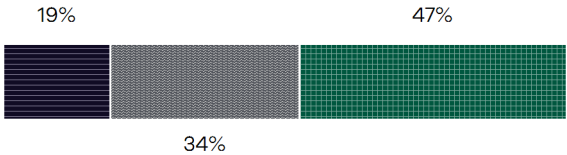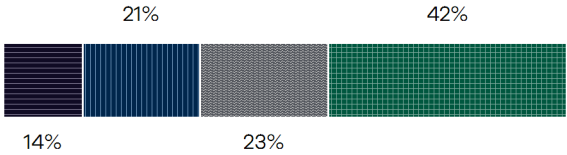
| | 23% | 37% | 42% | 25% | 33% | 45% |

People matter survey

2024

Have your say

Overview

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay

- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

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- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Senior leadership

Senior leadership

What is this

This is how supported staff feel by senior leaders in their organisation and how well they believe senior leaders communicate.

Why this is important

Supportive senior leaders who communicate well mean staff may feel more connected to their work and organisation.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

51% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question	Your results			Benchmark agree results			
		You			**Comparator**		
		2022	2023	2024	Lowest	Average	Highest
Senior leaders provide clear strategy and direction	Disagree 21%, Don't know 3%, Neither 24%, Agree 51%	36%	47%	51%	47%	62%	74%
Senior leaders model my organisation's values	Disagree 25%, Don't know 5%, Neither 23%, Agree 48%	31%	52%	48%	51%	66%	76%
Senior leaders demonstrate honesty and integrity	Disagree 25%, Don't know 4%, Neither 25%, Agree 45%	33%	47%	45%	50%	63%	73%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

Have your say

Overview

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay

- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Organisational climate

Scorecard

What is this

This scorecard provides overall results for each factor in the organisation climate part of the survey's theoretical framework.

Why this is important

This page shows which factors are performing well and which factors you can look to improve.

How to read this

Each label represents a group of questions in the survey about organisational climate.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2024:

- 73.3% of your staff who did the survey responded positively to questions about Collaboration.

Compared to:

- 75.2% of staff in your comparator group and 73.8% of staff across the public sector.

Collaboration
- You 2022: 66.4%
- You 2023: 71.6%
- You 2024: **73.3%**
- Comparator 2024: 75.2%
- Public sector 2024: 73.8%

Patient safety climate
- You 2022: 52.8%
- You 2023: 58.0%
- You 2024: **62.0%**
- Comparator 2024: 72.5%
- Public sector 2024: 71.1%

Organisational integrity
- You 2022: 51.2%
- You 2023: 56.6%
- You 2024: **55.5%**
- Comparator 2024: 68.5%
- Public sector 2024: 66.6%

Safety climate
- You 2022: 33.4%
- You 2023: 46.7%
- You 2024: **49.5%**
- Comparator 2024: 58.0%
- Public sector 2024: 57.5%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Organisational climate

Organisational integrity 1 of 2

What is this

This is how much trust staff have in your organisation's ability to operate, implement policy and deliver services for Victorians.

Why this is important

We need the community to have high trust in how we work and what we do.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

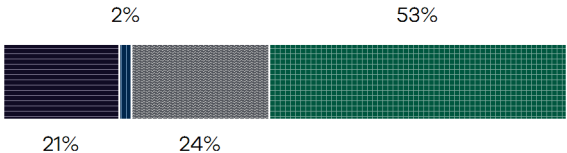73% of your staff who did the survey agreed or strongly agreed with 'My organisation encourages employees to act in ways that are consistent with human rights'.

Survey question	Your results	Benchmark agree results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
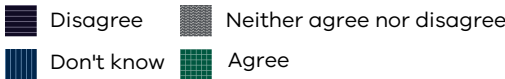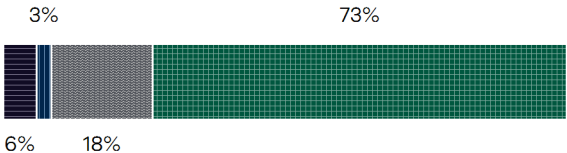
Survey question	Disagree	Don't know	Neither	Agree	2022	2023	2024	Lowest	Average	Highest
My organisation encourages employees to act in ways that are consistent with human rights	6%	3%	18%	73%	72%	74%	73%	77%	86%	91%
My organisation encourages respectful workplace behaviours	15%	1%	17%	66%	61%	65%	66%	66%	79%	84%
I believe the recruitment processes in my organisation are fair	13%	7%	22%	58%	46%	53%	58%	56%	63%	70%
My organisation is committed to earning a high level of public trust	15%	3%	27%	54%	54%	68%	54%	66%	80%	89%
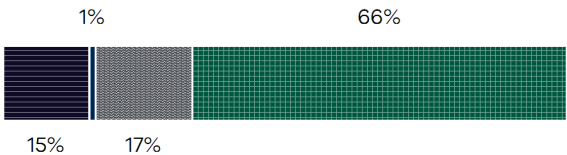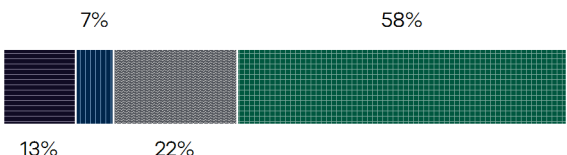
Victorian Public Sector Commission

VICTORIA State Government
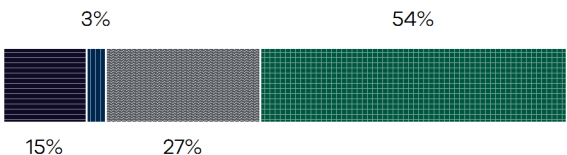
Organisational climate

Organisational integrity 2 of 2

What is this

This is how much trust staff have in your organisation's ability to operate, implement policy and deliver services for Victorians.

Why this is important

We need the community to have high trust in how we work and what we do.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

53% of your staff who did the survey agreed or strongly agreed with 'My organisation does not tolerate improper conduct'.

Survey question	Your results						

Legend: Disagree · Don't know · Neither agree nor disagree · Agree

Benchmark agree results

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My organisation does not tolerate improper conduct	53%	55%	53%	54%	71%	77%
My organisation takes steps to eliminate bullying, harassment and discrimination	49%	53%	51%	47%	66%	73%
I have an equal chance at promotion in my organisation	40%	42%	45%	43%	52%	59%
I believe the promotion processes in my organisation are fair	35%	40%	43%	43%	51%	60%

Your results bars:

My organisation does not tolerate improper conduct: Disagree 21%, Don't know 2%, Neither agree nor disagree 24%, Agree 53%

My organisation takes steps to eliminate bullying, harassment and discrimination: Disagree 18%, Don't know 4%, Neither agree nor disagree 27%, Agree 51%
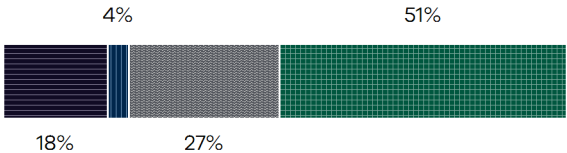
I have an equal chance at promotion in my organisation: Disagree 17%, Don't know 10%, Neither agree nor disagree 28%, Agree 45%
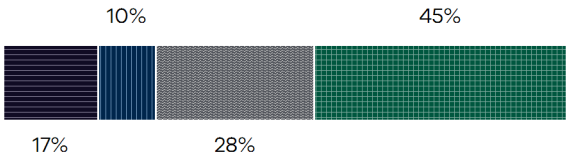
I believe the promotion processes in my organisation are fair: Disagree 16%, Don't know 13%, Neither agree nor disagree 28%, Agree 43%
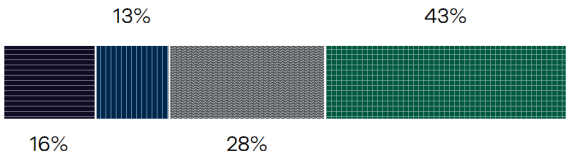
Organisational climate

Collaboration

What is this

This shows how well the workgroups in your organisation work together and share information.

Why this is important

Improving these results can improve the cohesiveness of your organisation and allow for greater intra-organisational collaboration.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

85% of your staff who did the survey agreed or strongly agreed with 'I am able to work effectively with others outside my immediate workgroup'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
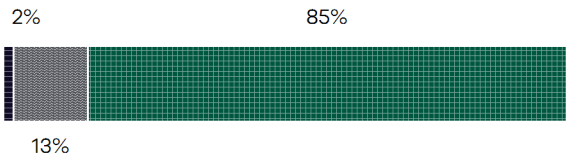
Survey question	Your results	You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am able to work effectively with others outside my immediate workgroup	2% / 13% / 85%	79%	85%	85%	80%	87%	91%
Workgroups across my organisation willingly share information with each other	10% / 3% / 24% / 62%	54%	59%	62%	45%	63%	73%

Victorian Public Sector Commission

VICTORIA State Government

Organisational climate

Safety climate 1 of 2

What is this

This is how well staff feel your organisation supports safety at work.

Why this is important

A safe workplace is a key outcome of Leading the way and the Victorian public sector mental health and wellbeing charter.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

73% of your staff who did the survey agreed or strongly agreed with 'My organisation provides a physically safe work environment'.

Survey question · Your results · Benchmark agree results

Legend: Disagree ■ · Neither agree nor disagree ■ · Don't know ■ · Agree ■
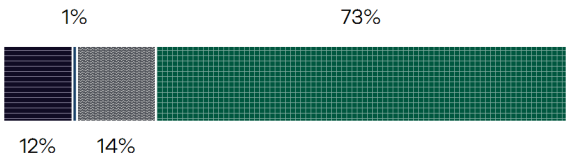
Survey question	Disagree	Neither	Don't know	Agree	2022 (You)	2023 (You)	2024 (You)	Lowest (Comparator)	Average (Comparator)	Highest (Comparator)
My organisation provides a physically safe work environment	12%	14%	1%	73%	60%	73%	73%	75%	82%	92%
In my workplace, there is good communication about psychological safety issues that affect me	24%	27%	—	49%	32%	47%	49%	43%	52%	60%
My organisation has effective procedures in place to support employees who may experience stress	21%	24%	8%	47%	34%	46%	47%	47%	55%	65%
Senior leaders consider the psychological health of employees to be as important as productivity	28%	26%	—	46%	26%	41%	46%	44%	58%	71%
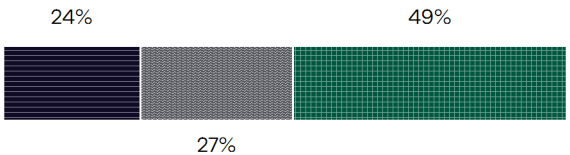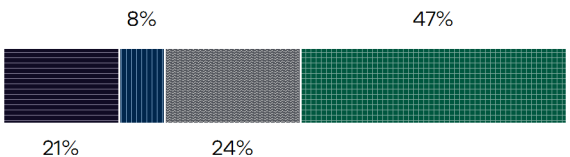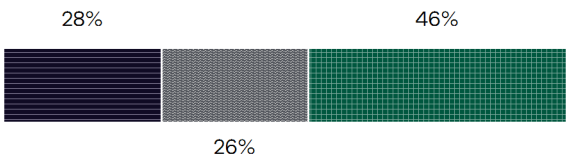
Organisational climate

Safety climate 2 of 2

What is this

This is how well staff feel your organisation supports safety at work.

Why this is important

A safe workplace is a key outcome of Leading the way and the Victorian public sector mental health and wellbeing charter.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

42% of your staff who did the survey agreed or strongly agreed with 'Senior leaders show support for stress prevention through involvement and commitment'.

Legend: Disagree | Neither agree nor disagree | Don't know | Agree
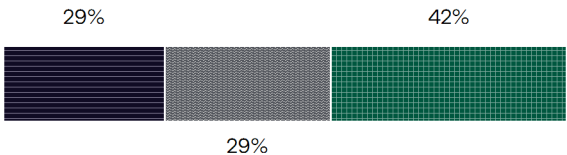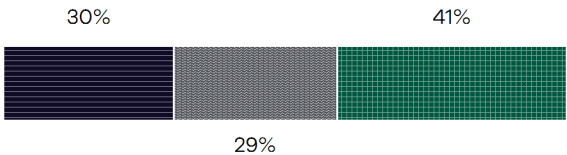
Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
Senior leaders show support for stress prevention through involvement and commitment	29% / 29% / 42%	24%	36%	42%	39%	54%	67%
All levels of my organisation are involved in the prevention of stress	30% / 29% / 41%	25%	38%	41%	41%	48%	62%

Organisational climate

Patient safety climate 1 of 2

What is this

This is the safety culture in a healthcare workplace.

Why this is important

A good patient safety climate means safe, high-quality care and experiences.

The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

79% of your staff who did the survey agreed or strongly agreed with 'I am encouraged by my colleagues to report any patient safety concerns I may have'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
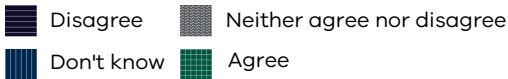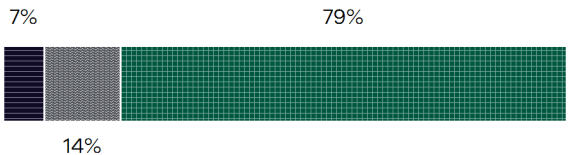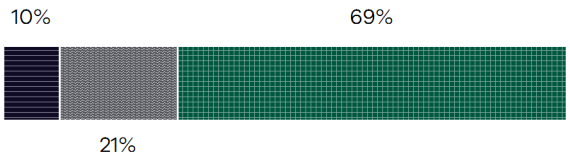
Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am encouraged by my colleagues to report any patient safety concerns I may have	7% / 14% / 79%	76%	77%	79%	79%	84%	90%
My suggestions about patient safety would be acted upon if I expressed them to my manager	10% / 21% / 69%	63%	60%	69%	66%	78%	86%
Management is driving us to be a safety-centred organisation	10% / 25% / 65%	47%	59%	65%	69%	75%	81%
Patient care errors are handled appropriately in my work area	14% / 6% / 17% / 63%	55%	59%	63%	62%	70%	80%
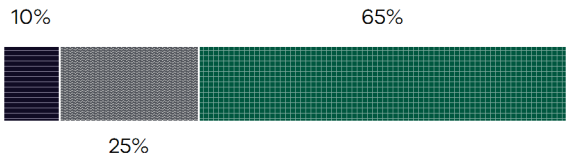
Organisational climate

Patient safety climate 2 of 2

What is this
This is the safety culture in a healthcare workplace.

Why this is important
A good patient safety climate means safe, high-quality care and experiences.

The Victorian Managed Insurance Authority and the Victorian Quality Council developed these tools.

How to read this
Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
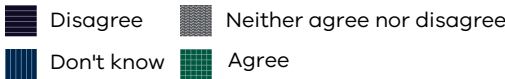
Example
63% of your staff who did the survey agreed or strongly agreed with 'I would recommend a friend or relative to be treated as a patient here'.
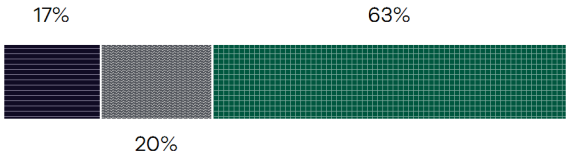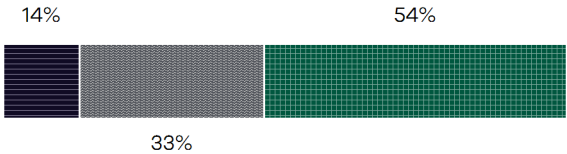
Survey question / Your results

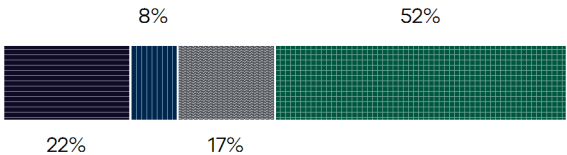Legend: Disagree | Neither agree nor disagree | Don't know | Agree

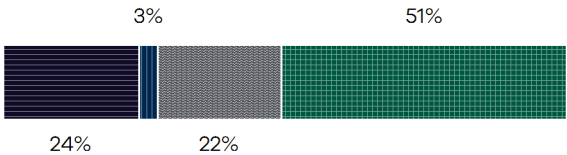**I would recommend a friend or relative to be treated as a patient here**
17% / 20% / 63%

The culture in my work area makes it easy to learn from the errors of others
14% / 33% / 54%

Trainees in my discipline are adequately supervised
22% / 8% / 17% / 52%

This health service does a good job of training new and existing staff
24% / 3% / 22% / 51%

Benchmark agree results

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I would recommend a friend or relative to be treated as a patient here	50%	58%	63%	69%	79%	87%
The culture in my work area makes it easy to learn from the errors of others	51%	57%	54%	58%	69%	77%
Trainees in my discipline are adequately supervised	44%	49%	52%	57%	65%	73%
This health service does a good job of training new and existing staff	37%	45%	51%	50%	60%	73%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey 2024

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- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

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- Patient safety climate

Workgroup climate

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- Innovation
- Workgroup support
- Safe to speak up

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- Flexible working

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

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Workgroup climate

Scorecard

What is this

This scorecard provides overall results for each factor in the workgroup climate part of the survey's theoretical framework.
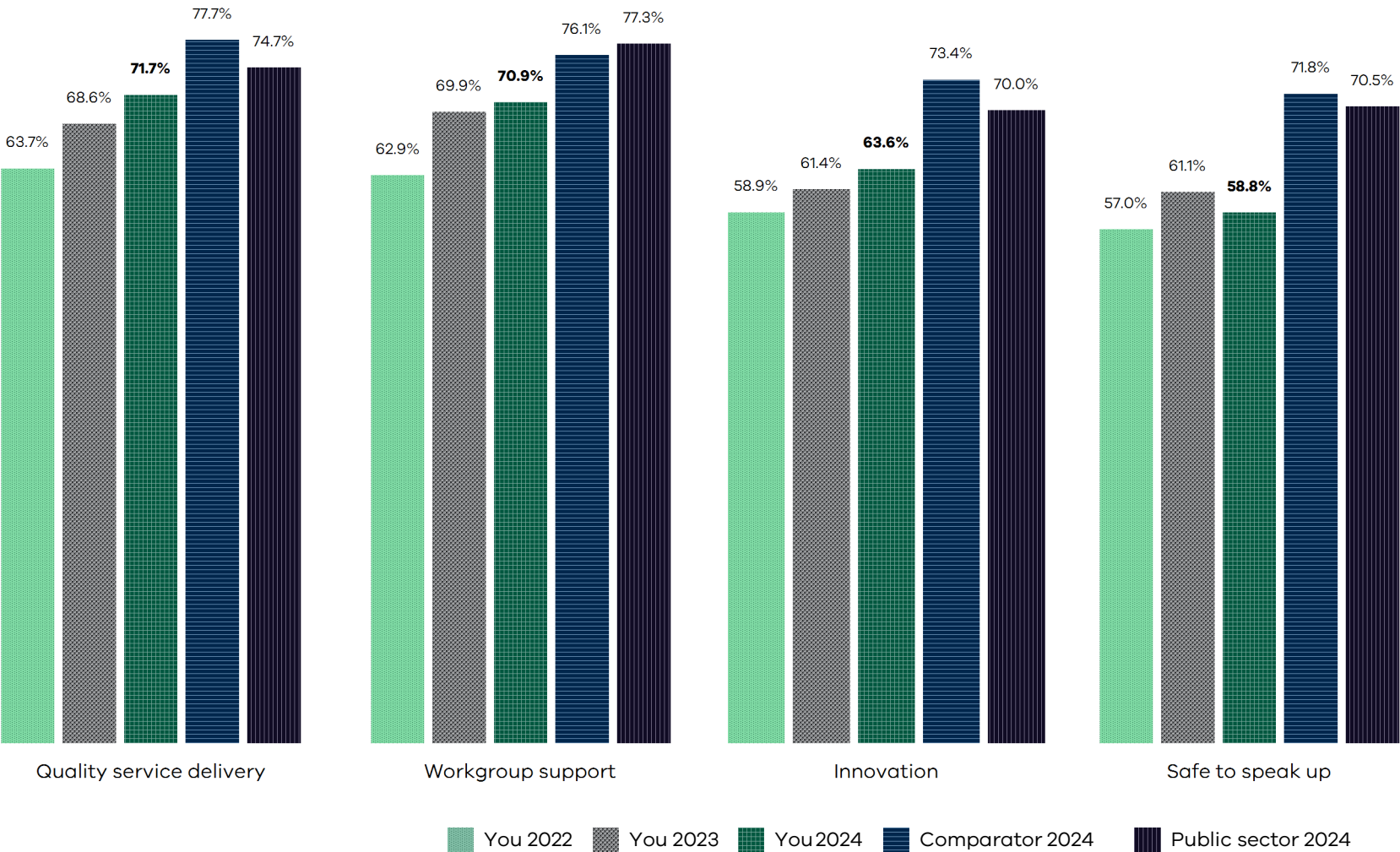
Why this is important

This page shows which factors are performing well and which factors you can look to improve.

How to read this

Each label represents a group of questions in the survey about workgroup climate.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2024:

- 71.7% of your staff who did the survey responded positively to questions about Quality service delivery.

Compared to:

- 77.7% of staff in your comparator group and 74.7% of staff across the public sector.

Quality service delivery
- You 2022: 63.7%
- You 2023: 68.6%
- You 2024: **71.7%**
- Comparator 2024: 77.7%
- Public sector 2024: 74.7%

Workgroup support
- You 2022: 62.9%
- You 2023: 69.9%
- You 2024: **70.9%**
- Comparator 2024: 76.1%
- Public sector 2024: 77.3%

Innovation
- You 2022: 58.9%
- You 2023: 61.4%
- You 2024: **63.6%**
- Comparator 2024: 73.4%
- Public sector 2024: 70.0%

Safe to speak up
- You 2022: 57.0%
- You 2023: 61.1%
- You 2024: **58.8%**
- Comparator 2024: 71.8%
- Public sector 2024: 70.5%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Workgroup climate

Quality service delivery

What is this
This is how well workgroups in your organisation operate to deliver quality services.

Why this is important
The public sector must provide highquality services in a timely way to meet the needs of Victorians.

Workgroups need to be motivated, make impartial decisions and have clear accountabilities.

How to read this
Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
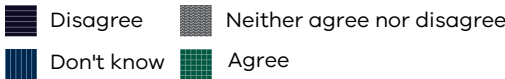
Example
76% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.
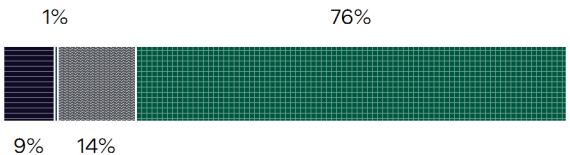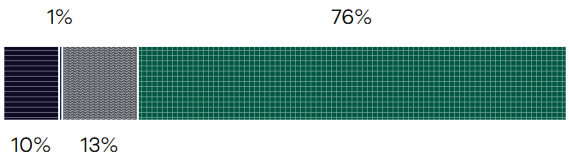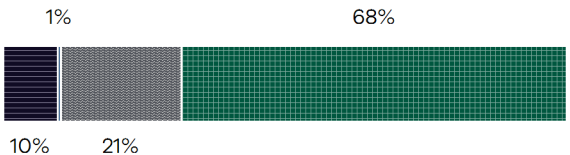
Survey question	Your results						

Legend: ■ Disagree   ▨ Neither agree nor disagree   ▥ Don't know   ▨ Agree

Benchmark agree results

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My workgroup provides high quality advice and services (Disagree 9%, Neither 14%, Don't know 1%, Agree 76%)	66%	74%	76%	77%	83%	87%
My workgroup has clear lines of responsibility (Disagree 10%, Neither 13%, Don't know 1%, Agree 76%)	69%	71%	76%	73%	78%	84%
My workgroup uses its resources well (Disagree 10%, Neither 21%, Don't know 1%, Agree 68%)	61%	64%	68%	67%	75%	83%
My workgroup acts fairly and without bias (Disagree 12%, Neither 20%, Don't know 2%, Agree 66%)	58%	66%	66%	63%	75%	80%

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Workgroup climate

Innovation

What is this

This is how well staff feel their workgroup innovates its operations.

Why this is important

Innovation can reduce costs, create public value and lead to higher quality services.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

68% of your staff who did the survey agreed or strongly agreed with 'My workgroup learns from failures and mistakes'.
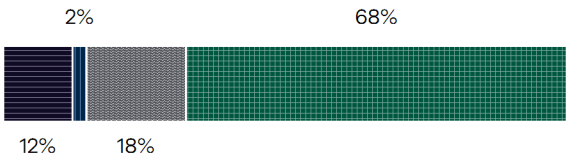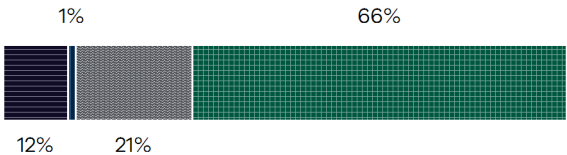
Survey question	Your results					

Legend: Disagree · Don't know · Neither agree nor disagree · Agree

	Your results	**You**			**Comparator**		
Survey question		2022	2023	2024	Lowest	Average	Highest
My workgroup learns from failures and mistakes	12% · 2% · 18% · 68%	59%	63%	68%	67%	75%	79%
My workgroup is quick to respond to opportunities to do things better	12% · 1% · 21% · 66%	59%	63%	66%	67%	75%	80%
My workgroup encourages employee creativity	16% · 2% · 26% · 57%	58%	59%	57%	63%	70%	75%
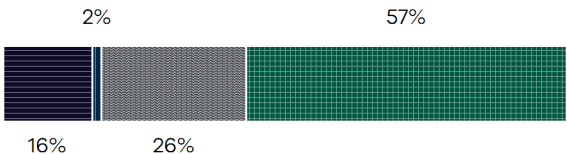
Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Workgroup support 1 of 2

What is this

This is how well staff feel people work together and support each other in your organisation.

Why this is important

Collaboration can lead to higher team satisfaction, performance and effectiveness.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

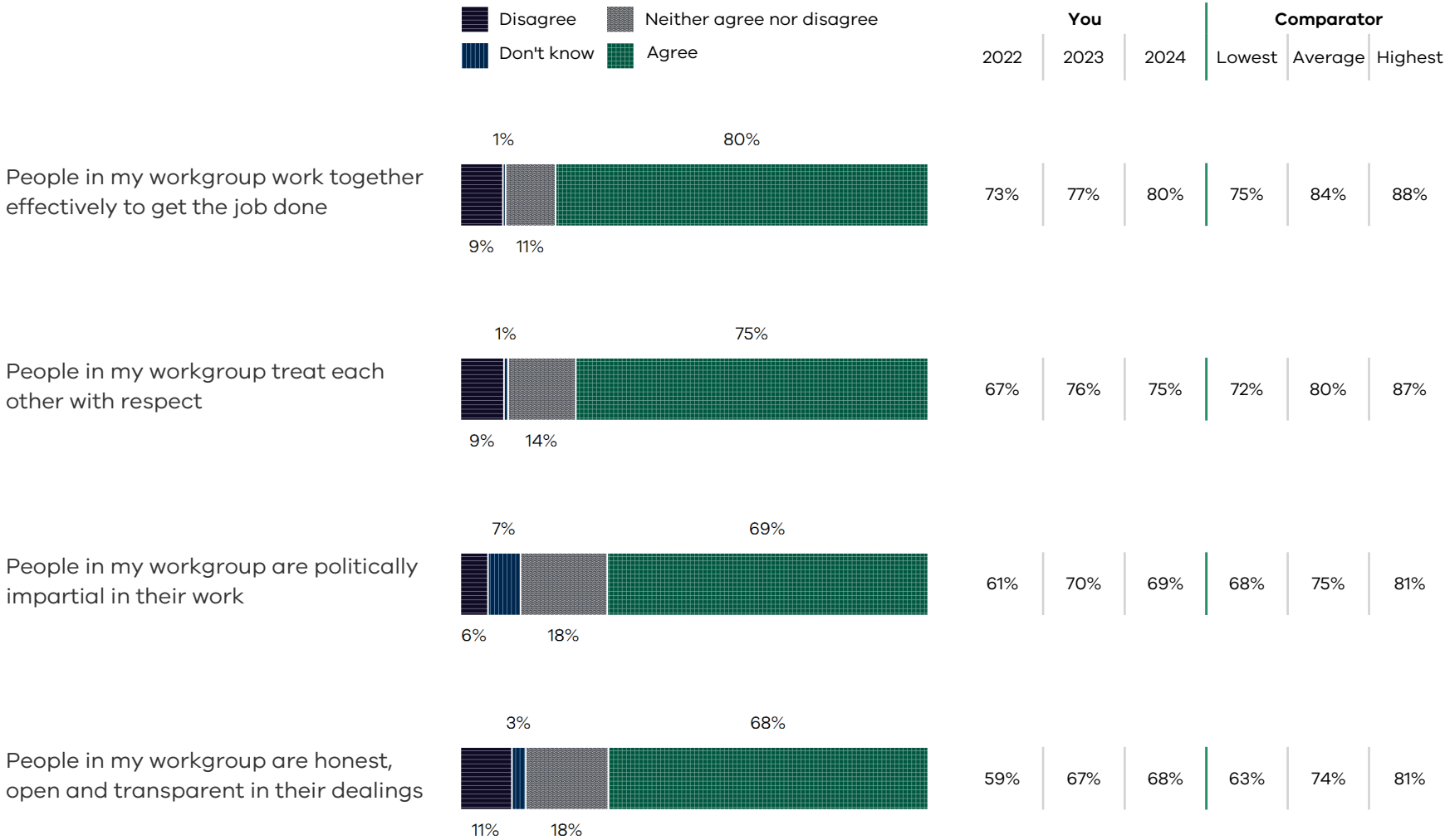Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

80% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup work together effectively to get the job done'.

Survey question	Your results	Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

People in my workgroup work together effectively to get the job done
1% / 80% / 9% / 11%

| | 73% | 77% | 80% | 75% | 84% | 88% |

People in my workgroup treat each other with respect
1% / 75% / 9% / 14%

| | 67% | 76% | 75% | 72% | 80% | 87% |

People in my workgroup are politically impartial in their work
7% / 69% / 6% / 18%

| | 61% | 70% | 69% | 68% | 75% | 81% |

People in my workgroup are honest, open and transparent in their dealings
3% / 68% / 11% / 18%

| | 59% | 67% | 68% | 63% | 74% | 81% |

Workgroup climate

Workgroup support 2 of 2

What is this

This is how well staff feel people work together and support each other in your organisation.

Why this is important

Collaboration can lead to higher team satisfaction, performance and effectiveness.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

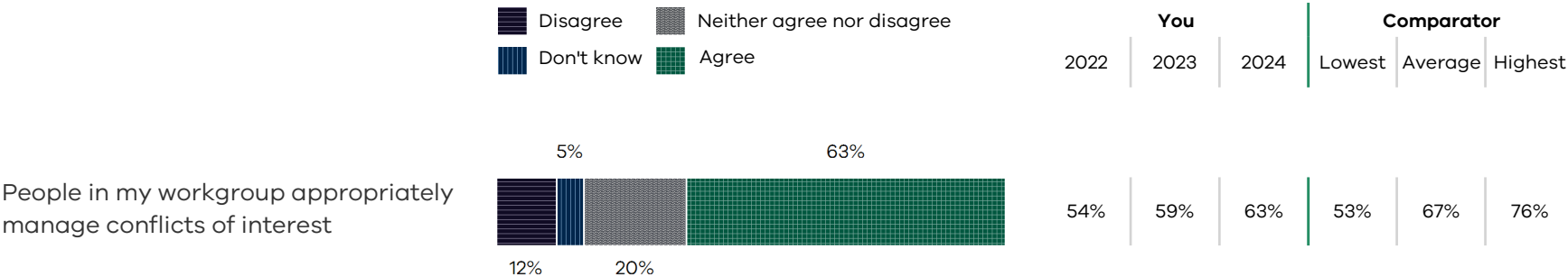Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

63% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup appropriately manage conflicts of interest'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup appropriately manage conflicts of interest	12% Disagree, 5% Don't know, 20% Neither agree nor disagree, 63% Agree	54%	59%	63%	53%	67%	76%

Victorian Public Sector Commission

VICTORIA State Government

Workgroup climate

Safe to speak up

What is this

This is how freely and confidently staff feel they can talk about issues without fear of retribution.

Why this is important

Organisations with psychologically safe cultures empower staff to report negative behaviour and integrity issues.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
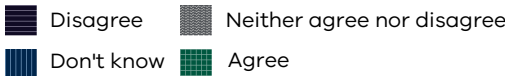
Example

62% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are able to bring up problems and tough issues'.
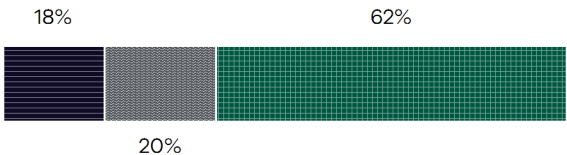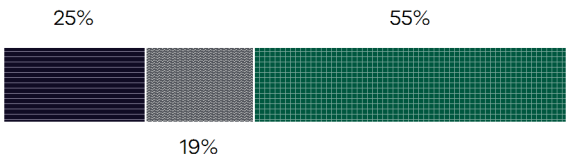
Survey question	Your results	Benchmark agree results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
People in my workgroup are able to bring up problems and tough issues	59%	64%	62%	65%	74%	79%
I feel safe to challenge inappropriate behaviour at work	55%	59%	55%	56%	70%	74%

People in my workgroup are able to bring up problems and tough issues: Disagree 18%, Neither agree nor disagree 20%, Agree 62%

I feel safe to challenge inappropriate behaviour at work: Disagree 25%, Neither agree nor disagree 19%, Agree 55%

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

Have your say

Overview

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay

- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

What is this

This scorecard provides overall results for each job and manager factor in the survey's theoretical framework.

Why this is important

This page shows which factors are performing well and which factors you can look to improve.

How to read this

Each label represents a group of questions in the survey about job and manager factors.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.
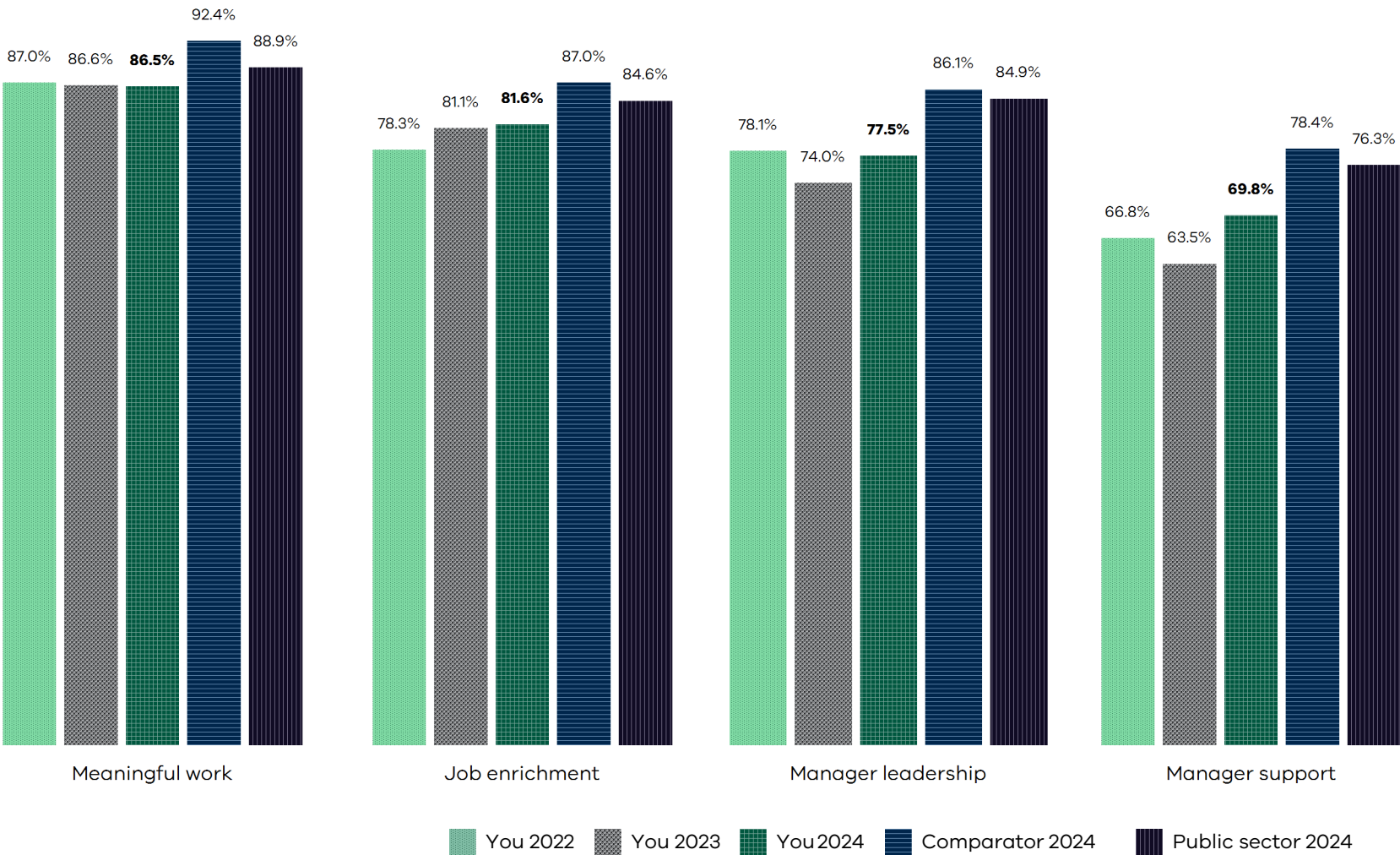
Example

In 2024:

- 86.5% of your staff who did the survey responded positively to questions about Meaningful work.

Compared to:

- 92.4% of staff in your comparator group and 88.9% of staff across the public sector.

Bar chart showing percentages for Meaningful work, Job enrichment, Manager leadership and Manager support.

Meaningful work: You 2022 87.0%, You 2023 86.6%, You 2024 86.5%, Comparator 2024 92.4%, Public sector 2024 88.9%

Job enrichment: You 2022 78.3%, You 2023 81.1%, You 2024 81.6%, Comparator 2024 87.0%, Public sector 2024 84.6%

Manager leadership: You 2022 78.1%, You 2023 74.0%, You 2024 77.5%, Comparator 2024 86.1%, Public sector 2024 84.9%

Manager support: You 2022 66.8%, You 2023 63.5%, You 2024 69.8%, Comparator 2024 78.4%, Public sector 2024 76.3%

Legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024

Job and manager factors

What is this

This scorecard provides overall results for each job and manager factor in the survey's theoretical framework.

Why this is important

This page shows which factors are performing well and which factors you can look to improve.

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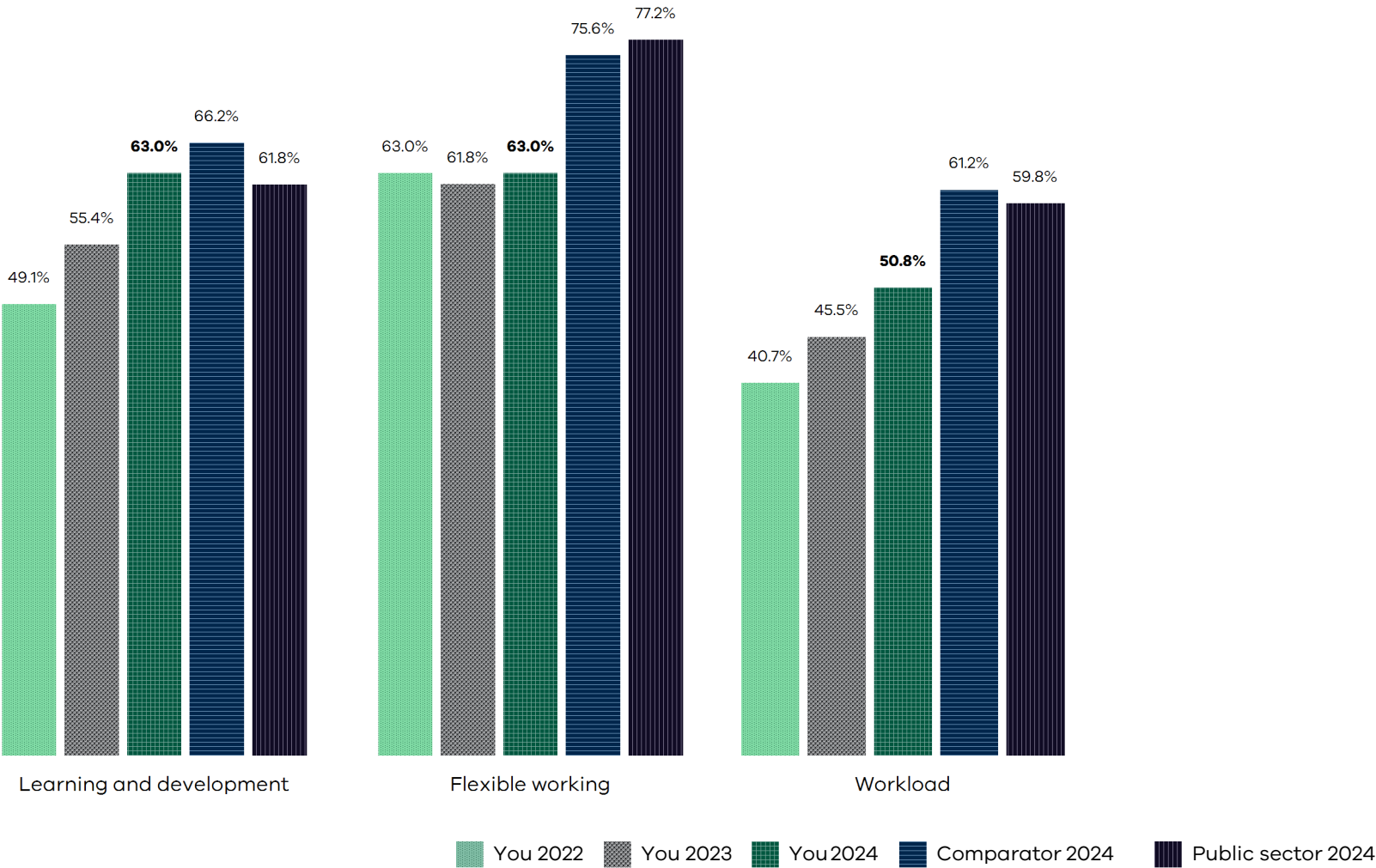
Example

In 2024:

- 63.0% of your staff who did the survey responded positively to questions about Flexible working.

Compared to:

- 75.6% of staff in your comparator group and 77.2% of staff across the public sector.

Chart legend: You 2022, You 2023, You 2024, Comparator 2024, Public sector 2024

Learning and development: You 2022: 49.1%, You 2023: 55.4%, You 2024: 63.0%, Comparator 2024: 66.2%, Public sector 2024: 61.8%

Flexible working: You 2022: 63.0%, You 2023: 61.8%, You 2024: 63.0%, Comparator 2024: 75.6%, Public sector 2024: 77.2%

Workload: You 2022: 40.7%, You 2023: 45.5%, You 2024: 50.8%, Comparator 2024: 61.2%, Public sector 2024: 59.8%

Job and manager factors

Manager leadership

What is this

This is how well staff perceive their direct managers lead.

Why this is important

Great managers can foster the right environment for staff engagement.

They can act as role models for your organisation's strategy and values.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

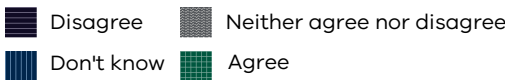Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

79% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.
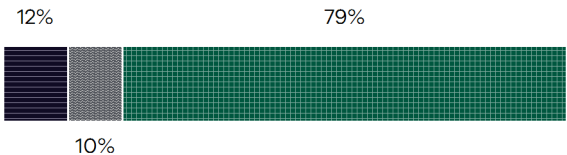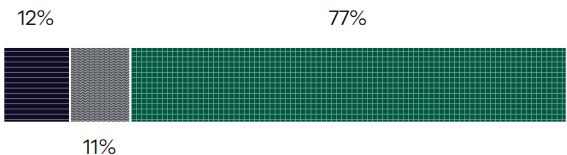
Survey question

Your results

Legend:
- Disagree
- Neither agree nor disagree
- Don't know
- Agree

My manager treats employees with dignity and respect

12% / 79% / 10%

My manager demonstrates honesty and integrity

12% / 77% / 11%

My manager models my organisation's values

11% / 76% / 13%

Benchmark agree results

Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My manager treats employees with dignity and respect	80%	77%	79%	82%	88%	93%
My manager demonstrates honesty and integrity	78%	72%	77%	78%	85%	92%
My manager models my organisation's values	76%	73%	76%	79%	85%	91%
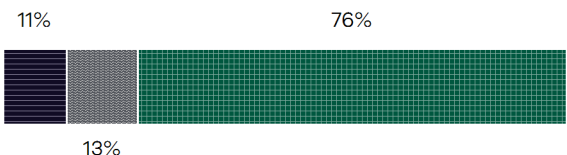
Job and manager factors

Manager support 1 of 2

What is this

This is how supported staff feel by their direct manager.

Why this is important

Supportive managers can give staff clarity, appreciation and positive feedback and coaching.

This can lead to higher satisfaction, performance and capacity to do work.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
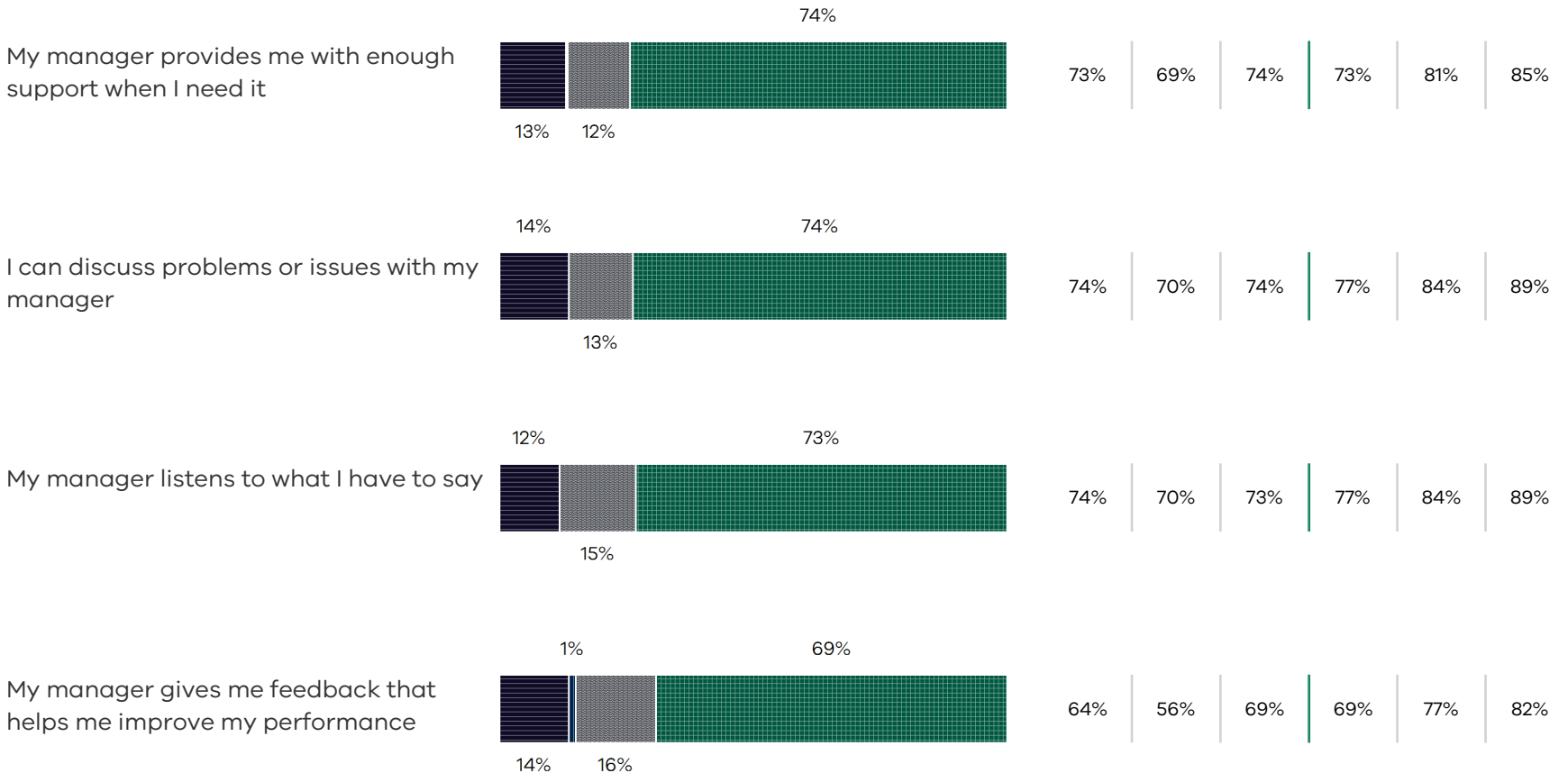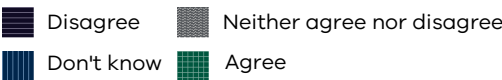
Example

74% of your staff who did the survey agreed or strongly agreed with 'My manager provides me with enough support when I need it'.

Survey question	Your results						

Legend: Disagree ■ | Neither agree nor disagree ■ | Don't know ■ | Agree ■

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

My manager provides me with enough support when I need it
13% / 12% / 74%

| | 73% | 69% | 74% | 73% | 81% | 85% |

I can discuss problems or issues with my manager
14% / 13% / 74%

| | 74% | 70% | 74% | 77% | 84% | 89% |

My manager listens to what I have to say
12% / 15% / 73%

| | 74% | 70% | 73% | 77% | 84% | 89% |

My manager gives me feedback that helps me improve my performance
14% / 1% / 16% / 69%

| | 64% | 56% | 69% | 69% | 77% | 82% |

Job and manager factors

Manager support 2 of 2

What is this

This is how supported staff feel by their direct manager.

Why this is important

Supportive managers can give staff clarity, appreciation and positive feedback and coaching.

This can lead to higher satisfaction, performance and capacity to do work.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

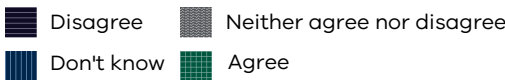Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

58% of your staff who did the survey agreed or strongly agreed with 'I receive meaningful recognition when I do good work'.
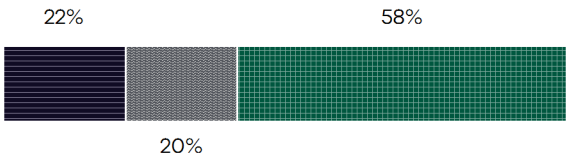
Survey question

Your results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

I receive meaningful recognition when I do good work

22% | 20% | 58%

Benchmark agree results

	You			Comparator		
2022	2023	2024		Lowest	Average	Highest
50%	52%	58%		55%	66%	72%

Job and manager factors

Workload

What is this

This is how staff feel about workload and time pressure.

Why this is important

Workload and time pressure are the most prominent causes of work-related stress.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
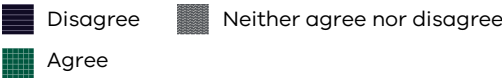
Example

54% of your staff who did the survey agreed or strongly agreed with 'The workload I have is appropriate for the job that I do'.
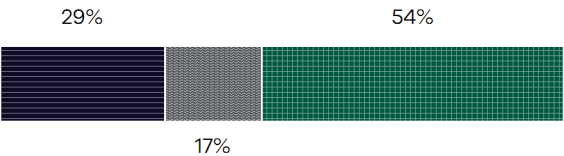
Survey question

Your results

Legend: Disagree | Neither agree nor disagree | Agree

Benchmark agree results
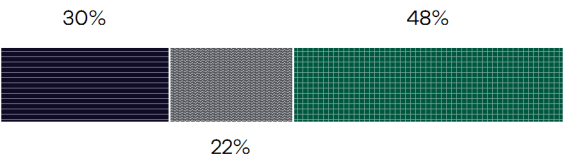
Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
The workload I have is appropriate for the job that I do	29% / 17% / 54%	44%	47%	54%	58%	64%	69%
I have enough time to do my job effectively	30% / 22% / 48%	37%	44%	48%	50%	59%	68%

Job and manager factors

Learning and development

What is this

This is how well staff feel they can learn and grow in your organisation.

Why this is important

Good learning and career development can build engagement, efficiency and capability in organisations. It may also help staff retention.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

74% of your staff who did the survey agreed or strongly agreed with 'I am developing and learning in my role'.

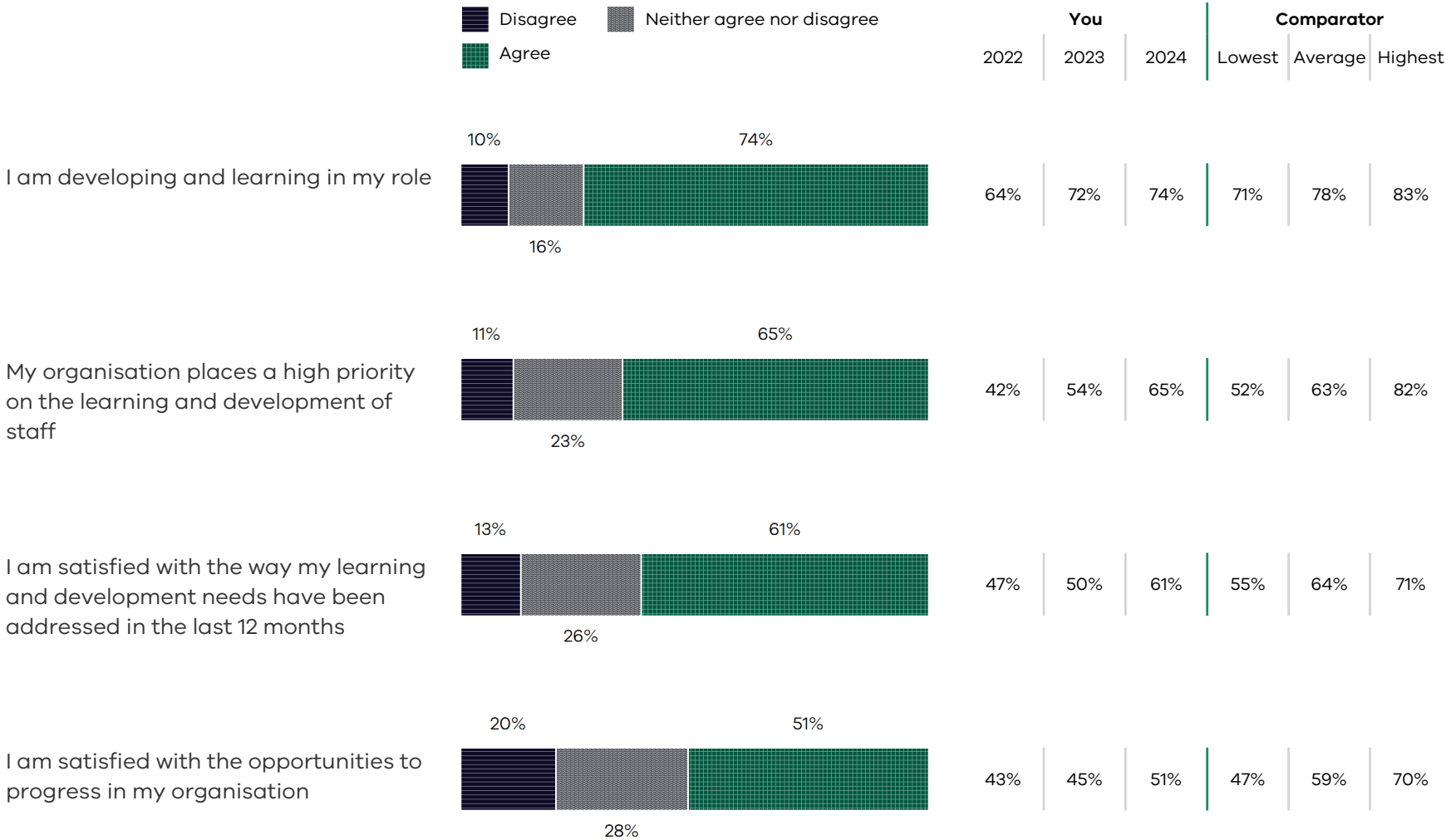| Survey question	Your results						

Your results legend:
- Disagree
- Neither agree nor disagree
- Agree

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I am developing and learning in my role	Disagree 10%, Neither 16%, Agree 74%	64%	72%	74%	71%	78%	83%
My organisation places a high priority on the learning and development of staff	Disagree 11%, Neither 23%, Agree 65%	42%	54%	65%	52%	63%	82%
I am satisfied with the way my learning and development needs have been addressed in the last 12 months	Disagree 13%, Neither 26%, Agree 61%	47%	50%	61%	55%	64%	71%
I am satisfied with the opportunities to progress in my organisation	Disagree 20%, Neither 28%, Agree 51%	43%	45%	51%	47%	59%	70%

Job and manager factors

Job enrichment 1 of 2

What is this

This is how staff feel about their autonomy at work and role clarity.

Why this is important

Job enrichment is one of the main drivers of employee engagement and workplace wellbeing.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
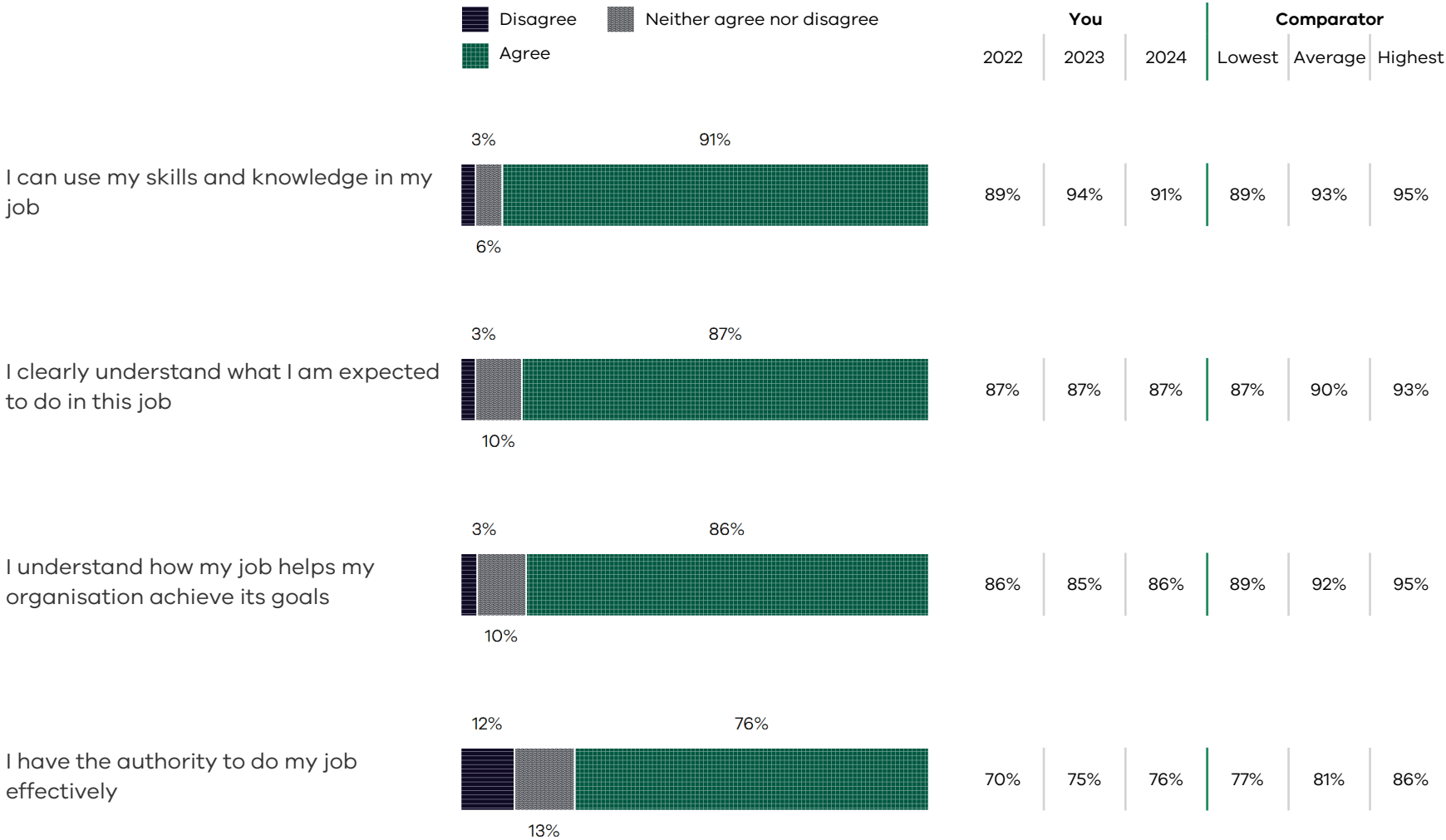
Example

91% of your staff who did the survey agreed or strongly agreed with 'I can use my skills and knowledge in my job'.

Survey question

Your results

Legend: Disagree | Neither agree nor disagree | Agree

Benchmark agree results

Survey question		You			Comparator		
		2022	2023	2024	Lowest	Average	Highest
I can use my skills and knowledge in my job	3% / 6% / 91%	89%	94%	91%	89%	93%	95%
I clearly understand what I am expected to do in this job	3% / 10% / 87%	87%	87%	87%	87%	90%	93%
I understand how my job helps my organisation achieve its goals	3% / 10% / 86%	86%	85%	86%	89%	92%	95%
I have the authority to do my job effectively	12% / 13% / 76%	70%	75%	76%	77%	81%	86%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Job enrichment 2 of 2

What is this

This is how staff feel about their autonomy at work and role clarity.

Why this is important

Job enrichment is one of the main drivers of employee engagement and workplace wellbeing.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
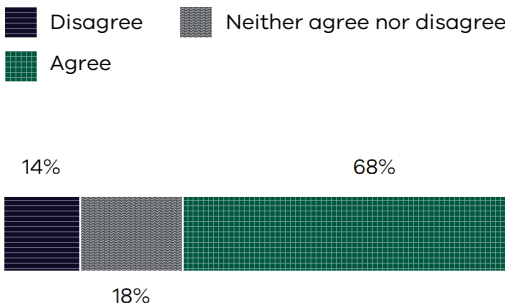
Example

68% of your staff who did the survey agreed or strongly agreed with 'I have a say in how I do my work'.

Disagree | Neither agree nor disagree | Agree

I have a say in how I do my work

14% | 18% | 68%

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
	60%	65%	68%	71%	79%	83%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Meaningful work

What is this

This is how staff feel about their contribution and how worthwhile their work is.

Why this is important

Staff who feel their work is meaningful can help achieve individual, team and organisational outcomes.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
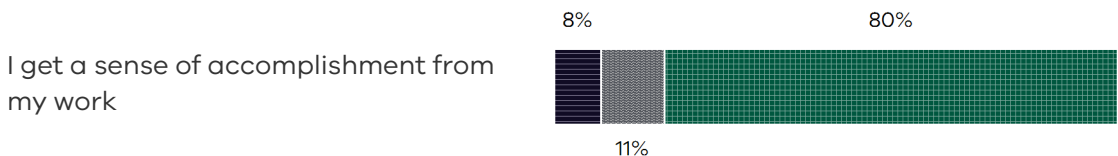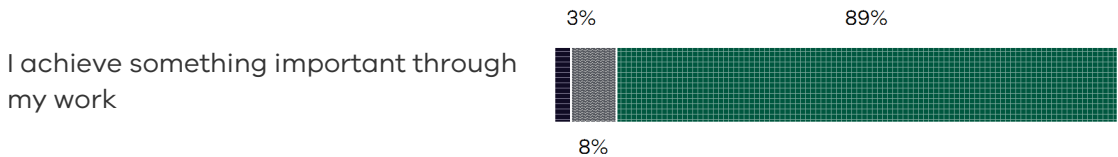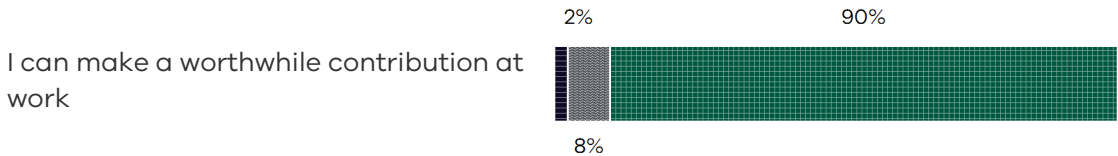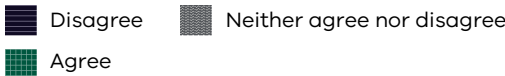
Example

90% of your staff who did the survey agreed or strongly agreed with 'I can make a worthwhile contribution at work'.

Survey question	Your results						

Your results legend: Disagree ■ | Neither agree nor disagree ▨ | Agree ▨ (green)

Benchmark agree results

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I can make a worthwhile contribution at work (2% / 8% / 90%)	92%	89%	90%	91%	95%	97%
I achieve something important through my work (3% / 8% / 89%)	90%	88%	89%	91%	94%	97%
I get a sense of accomplishment from my work (8% / 11% / 80%)	79%	82%	80%	84%	89%	91%

Victorian Public Sector Commission

VICTORIA State Government

Job and manager factors

Flexible working

What is this

This is how well your organisation supports staff to work flexibly.

Why this is important

Supporting flexible working can improve employee wellbeing.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

69% of your staff who did the survey agreed or strongly agreed with 'My manager supports working flexibly'.
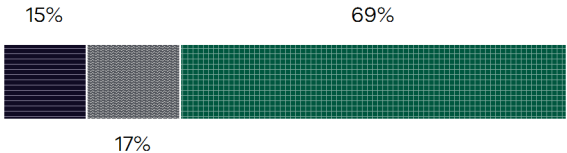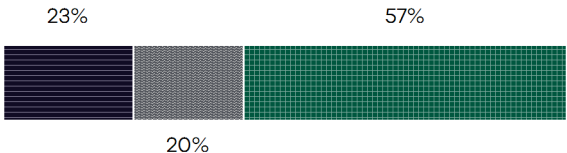
Survey question	Your results						

Legend: Disagree · Neither agree nor disagree · Don't know · Agree

Benchmark agree results

	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest

My manager supports working flexibly — 15%, 17%, 69%

| 74% | 68% | 69% | 72% | 81% | 85% |

I am confident that if I requested a flexible work arrangement, it would be given due consideration — 23%, 20%, 57%

| 52% | 55% | 57% | 59% | 70% | 79% |

Victorian Public Sector Commission

VICTORIA State Government

People matter survey

2024

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- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay

- Inclusion
- Scorecard: emotional effects of work
- Scorecard: negative behaviour
- Bullying
- Sexual harassment
- Discrimination
- Violence and aggression
- Satisfaction with complaint processes

Key differences

- Highest scoring
- Lowest scoring
- Most improved
- Most declined
- Biggest positive difference from your comparator
- Biggest negative difference from your comparator

Taking action

- Taking action questions

Detailed results

Senior leadership

- Senior leadership questions

Organisational climate

- Scorecard
- Organisational integrity
- Collaboration
- Safety climate
- Patient safety climate

Workgroup climate

- Scorecard
- Quality service delivery
- Innovation
- Workgroup support
- Safe to speak up

Job and manager factors

- Scorecard
- Manager leadership
- Manager support
- Workload
- Learning and development
- Job enrichment
- Meaningful work
- Flexible working

Public sector values

- Scorecard
- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human rights

Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Public sector values

Scorecard 1 of 2

What is this

This is a set of 7 values that form the basis for the professional and ethical conduct of everyone who works in the public sector.
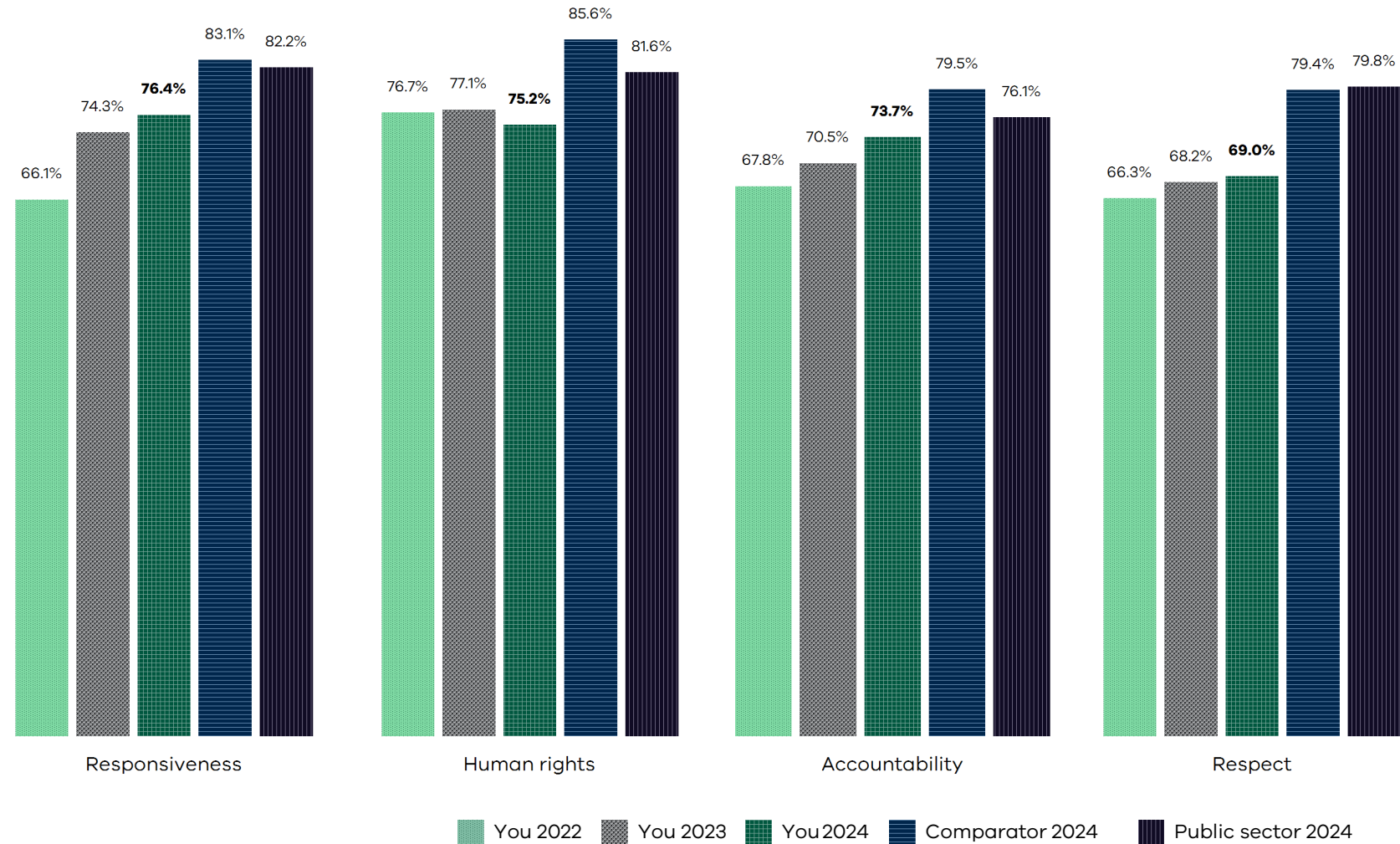
Why this is important

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

How to read this

Each label represents a group of questions in the survey about public sector values.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2024:

- 76.4% of your staff who did the survey responded positively to questions about Responsiveness.

Compared to:

- 83.1% of staff in your comparator group and 82.2% of staff across the public sector.

Responsiveness: You 2022: 66.1%, You 2023: 74.3%, You 2024: **76.4%**, Comparator 2024: 83.1%, Public sector 2024: 82.2%

Human rights: You 2022: 76.7%, You 2023: 77.1%, You 2024: **75.2%**, Comparator 2024: 85.6%, Public sector 2024: 81.6%

Accountability: You 2022: 67.8%, You 2023: 70.5%, You 2024: **73.7%**, Comparator 2024: 79.5%, Public sector 2024: 76.1%

Respect: You 2022: 66.3%, You 2023: 68.2%, You 2024: **69.0%**, Comparator 2024: 79.4%, Public sector 2024: 79.8%

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

What is this

This is a set of 7 values that form the basis for the professional and ethical conduct of everyone who works in the public sector.
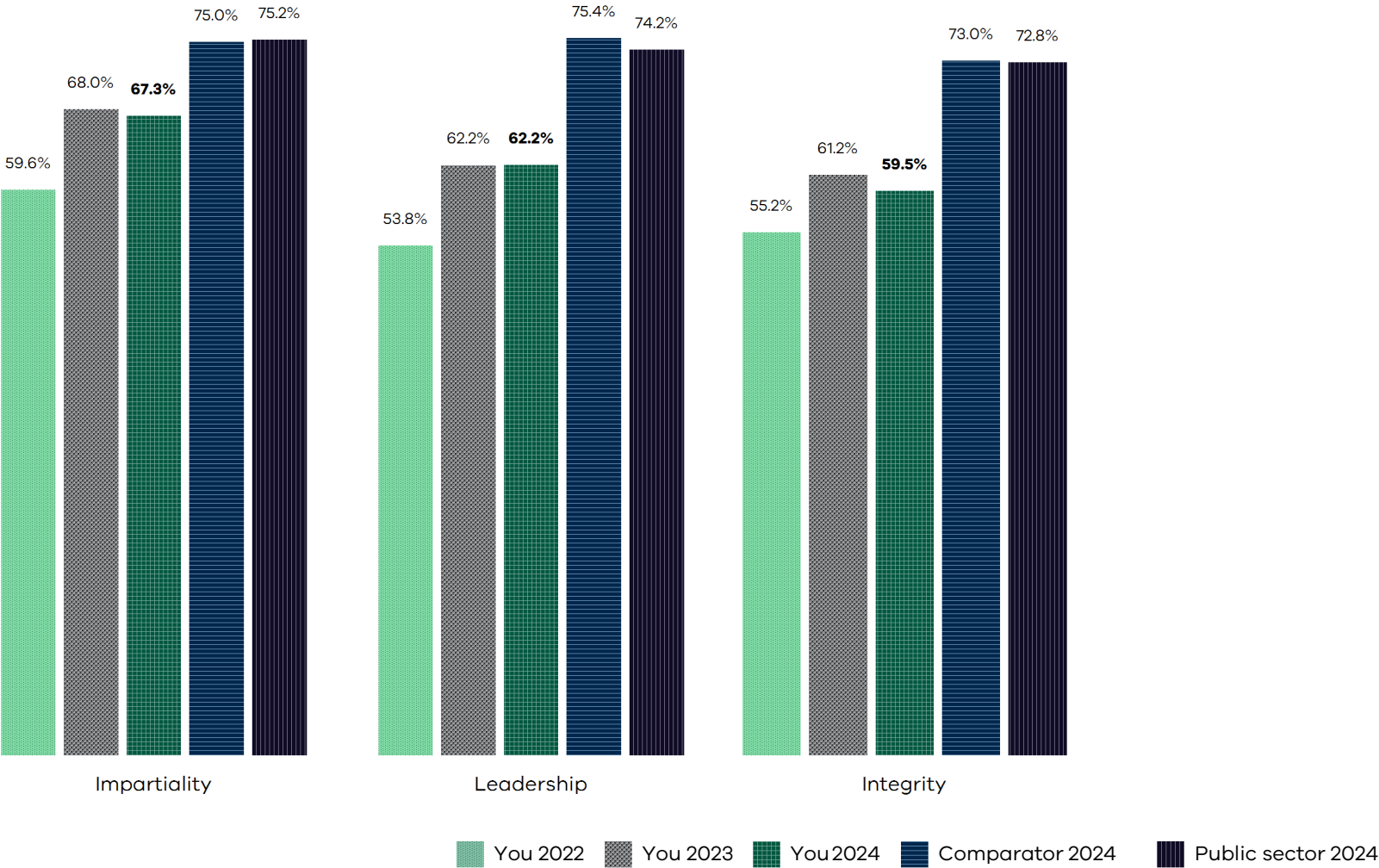
Why this is important

There's a strong link between workplace culture and how staff perceive their organisation lives the public sector values.

How to read this

Each label represents a group of questions in the survey about public sector values.

Each result is the overall percentage of positive responses for your organisation, comparator and public sector.

Example

In 2024:

- 67.3% of your staff who did the survey responded positively to questions about Impartiality.

Compared to:

- 75.0% of staff in your comparator group and 75.2% of staff across the public sector.

Legend: You 2022 | You 2023 | You 2024 | Comparator 2024 | Public sector 2024

Impartiality: 59.6%, 68.0%, 67.3%, 75.0%, 75.2%
Leadership: 53.8%, 62.2%, 62.2%, 75.4%, 74.2%
Integrity: 55.2%, 61.2%, 59.5%, 73.0%, 72.8%

Public sector values

Responsiveness

What is this

This is how responsive your staff feel they are to the community.

Why this is important

Staff need to feel they can adapt to the changing demands and circumstances of our clients and stakeholders.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
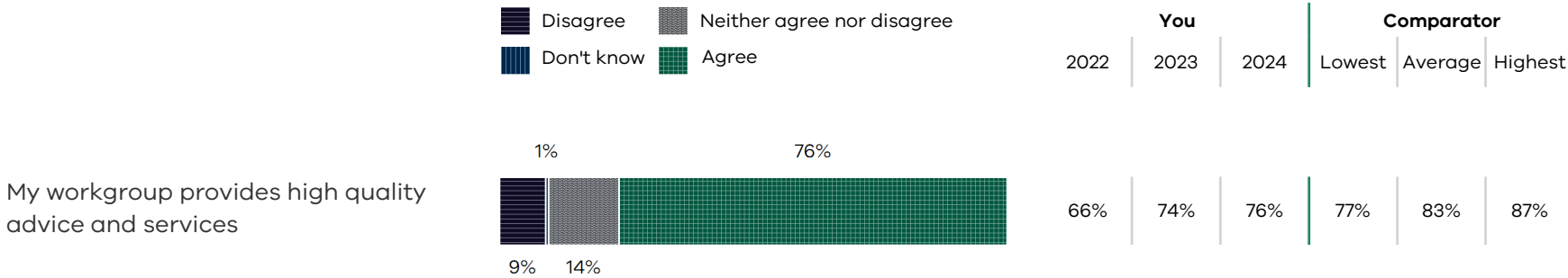
Example

76% of your staff who did the survey agreed or strongly agreed with 'My workgroup provides high quality advice and services'.

Survey question

Your results

| | Disagree | | Neither agree nor disagree |
| | Don't know | | Agree |

My workgroup provides high quality advice and services

1%   76%

9%   14%

Benchmark agree results

	You			Comparator		
2022	2023	2024	Lowest	Average	Highest
66%	74%	76%	77%	83%	87%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Integrity 1 of 2

What is this

Integrity is being honest and transparent, conducting ourselves properly and using our powers responsibly.

Why this is important

The Victorian community needs high trust in how everyone in the public sector works and what they do.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

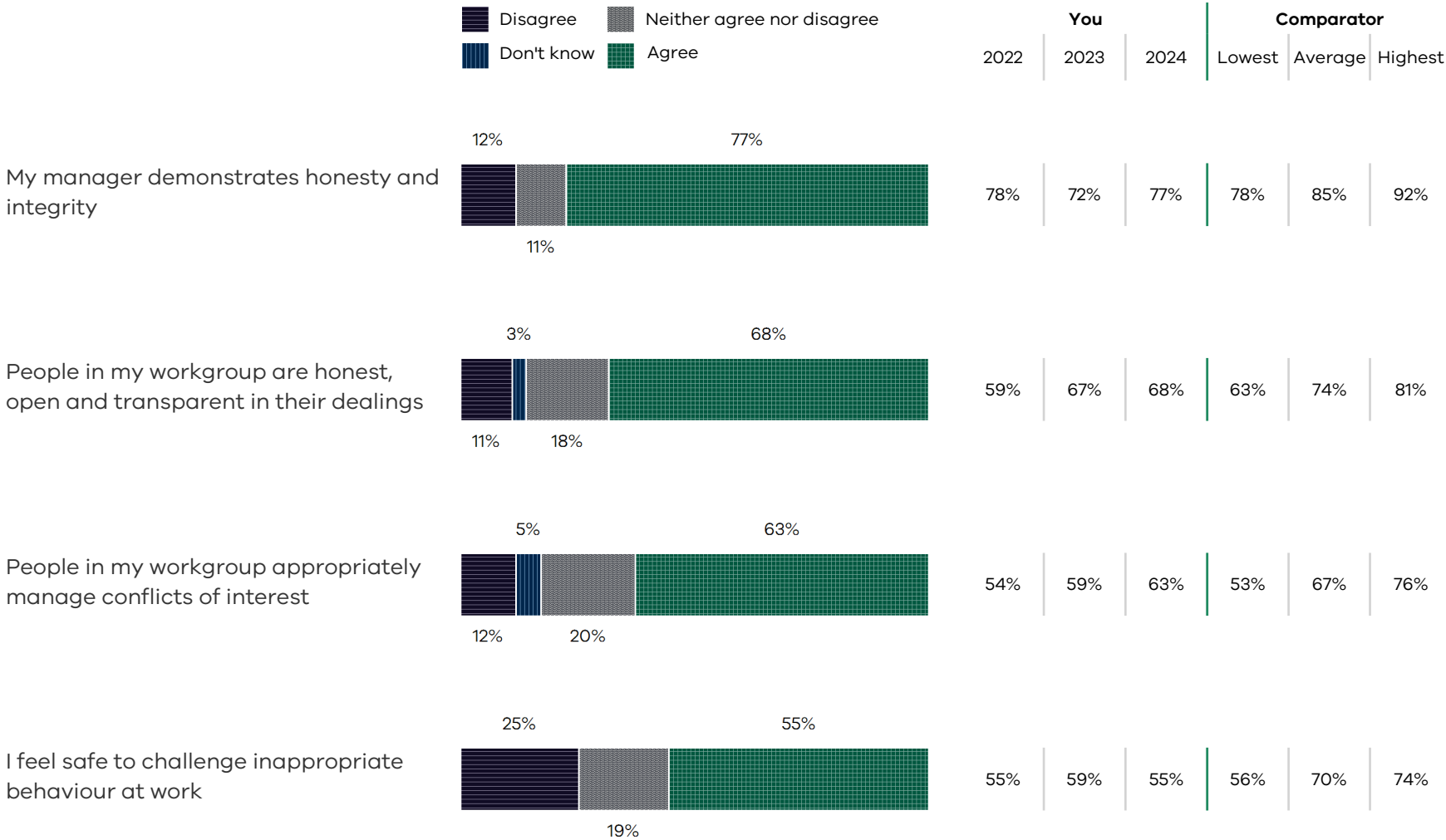Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

77% of your staff who did the survey agreed or strongly agreed with 'My manager demonstrates honesty and integrity'.

Survey question · Your results · Benchmark agree results

Legend: ■ Disagree ▨ Neither agree nor disagree ▌Don't know ▨ Agree

Survey question		You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager demonstrates honesty and integrity	12% / 11% / 77%	78%	72%	77%	78%	85%	92%
People in my workgroup are honest, open and transparent in their dealings	11% / 3% / 18% / 68%	59%	67%	68%	63%	74%	81%
People in my workgroup appropriately manage conflicts of interest	12% / 5% / 20% / 63%	54%	59%	63%	53%	67%	76%
I feel safe to challenge inappropriate behaviour at work	25% / 19% / 55%	55%	59%	55%	56%	70%	74%

Public sector values

Integrity 2 of 2

What is this

Integrity is being honest and transparent, conducting ourselves properly and using our powers responsibly.

Why this is important

The Victorian community needs high trust in how everyone in the public sector works and what they do.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

54% of your staff who did the survey agreed or strongly agreed with 'My organisation is committed to earning a high level of public trust'.
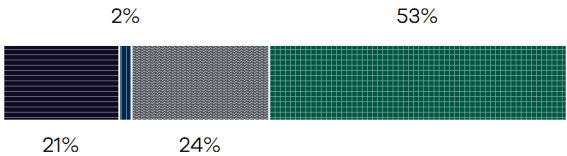
Survey question

Your results

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

My organisation is committed to earning a high level of public trust
- 3%
- 54%
- 15%
- 27%

My organisation does not tolerate improper conduct
- 2%
- 53%
- 21%
- 24%

Senior leaders demonstrate honesty and integrity
- 4%
- 45%
- 25%
- 25%

Benchmark agree results
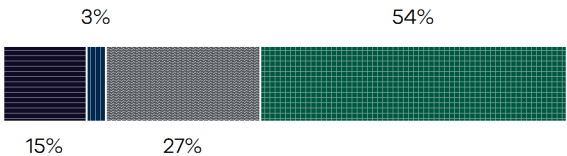
Survey question	You			Comparator		
	2022	2023	2024	Lowest	Average	Highest
My organisation is committed to earning a high level of public trust	54%	68%	54%	66%	80%	89%
My organisation does not tolerate improper conduct	53%	55%	53%	54%	71%	77%
Senior leaders demonstrate honesty and integrity	33%	47%	45%	50%	63%	73%
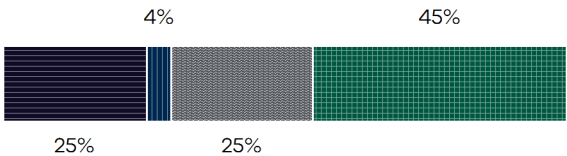
Public sector values

Impartiality

What is this

Impartiality is how your staff feel an organisation makes informed decisions and provides stable advice on merit, without bias, favouritism or self interest.

Why this is important

We all have an obligation to be impartial and make objective and fair decisions that are open to scrutiny.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
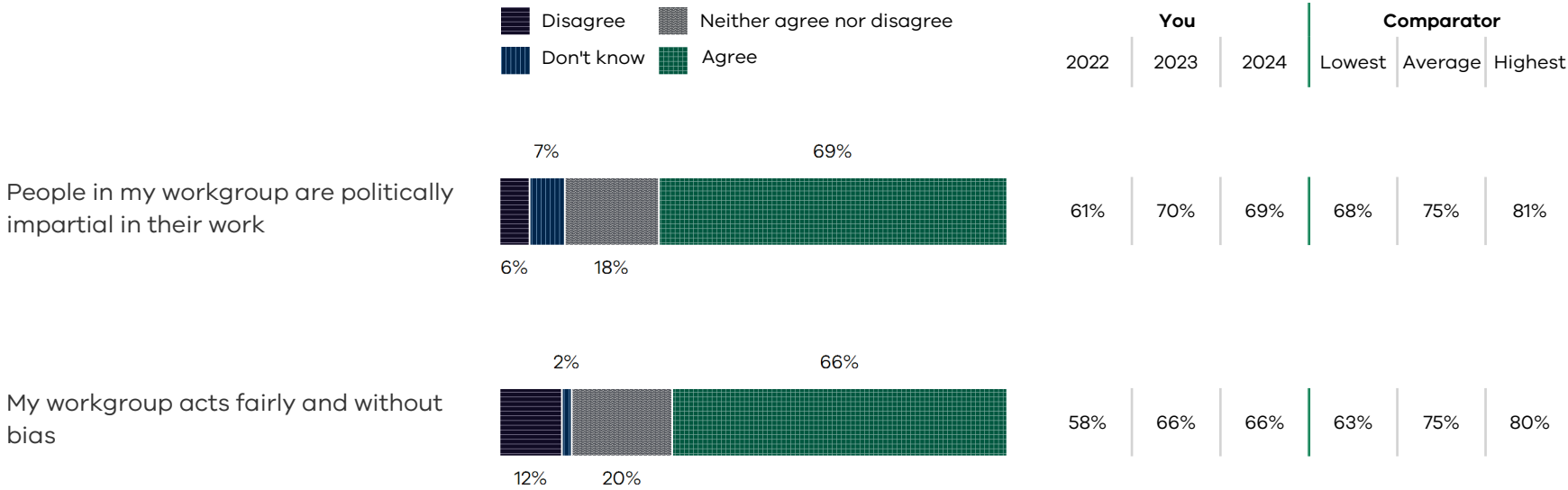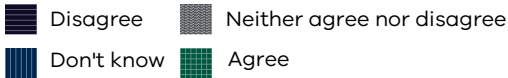
Example

69% of your staff who did the survey agreed or strongly agreed with 'People in my workgroup are politically impartial in their work'.

Survey question

Your results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

People in my workgroup are politically impartial in their work

7% / 69% (top); 6% / 18% (bottom)

My workgroup acts fairly and without bias

2% / 66% (top); 12% / 20% (bottom)

Benchmark agree results

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
People in my workgroup are politically impartial in their work	61%	70%	69%	68%	75%	81%
My workgroup acts fairly and without bias	58%	66%	66%	63%	75%	80%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Accountability 1 of 2

What is this

Accountability is if your staff feel they work to clear objectives in a transparent manner and can accept responsibility for decisions.

Why this is important

As we all make decisions on behalf of Victorians, we must be accountable in the resources we use.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

87% of your staff who did the survey agreed or strongly agreed with 'I clearly understand what I am expected to do in this job'.
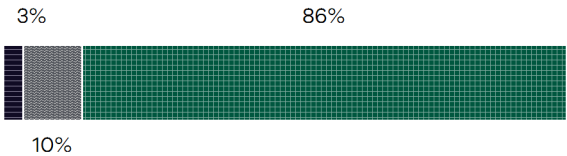
Survey question / Your results

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

I clearly understand what I am expected to do in this job
3% / 87% / 10%

I understand how my job helps my organisation achieve its goals
3% / 86% / 10%

My workgroup has clear lines of responsibility
1% / 76% / 10% / 13%

My workgroup uses its resources well
1% / 68% / 10% / 21%

Benchmark agree results

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I clearly understand what I am expected to do in this job	87%	87%	87%	87%	90%	93%
I understand how my job helps my organisation achieve its goals	86%	85%	86%	89%	92%	95%
My workgroup has clear lines of responsibility	69%	71%	76%	73%	78%	84%
My workgroup uses its resources well	61%	64%	68%	67%	75%	83%
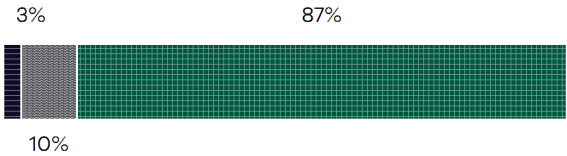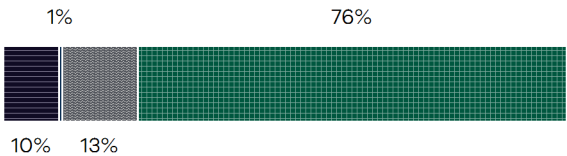
Victorian Public Sector Commission

VICTORIA State Government
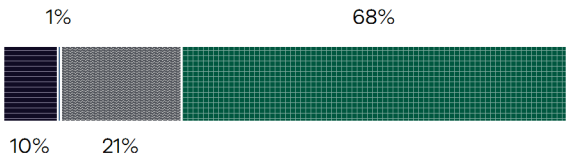
Public sector values

Accountability 2 of 2

What is this

Accountability is if your staff feel they work to clear objectives in a transparent manner and can accept responsibility for decisions.

Why this is important

As we all make decisions on behalf of Victorians, we must be accountable in the resources we use.

How to read this

Under 'Your results' see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

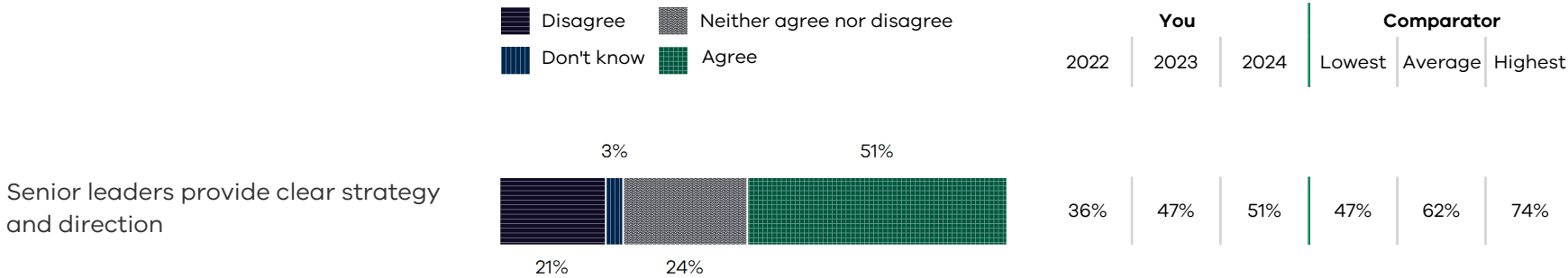Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

51% of your staff who did the survey agreed or strongly agreed with 'Senior leaders provide clear strategy and direction'.

Survey question

Your results

Disagree   Neither agree nor disagree

Don't know   Agree

Senior leaders provide clear strategy and direction

3%   51%

21%   24%

Benchmark agree results

	You			Comparator		
2022	2023	2024		Lowest	Average	Highest
36%	47%	51%		47%	62%	74%

Public sector values

Respect 1 of 2

What is this

Respect is how your staff feel they're treated in the workplace and community.

Why this is important

All staff need to treat their colleagues and Victorians with respect.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

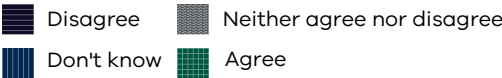Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

79% of your staff who did the survey agreed or strongly agreed with 'My manager treats employees with dignity and respect'.
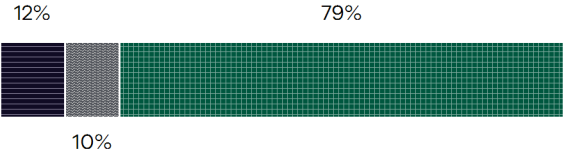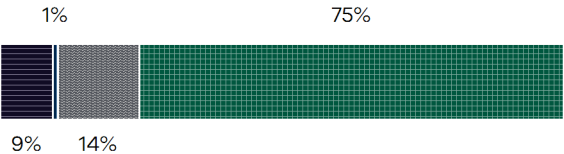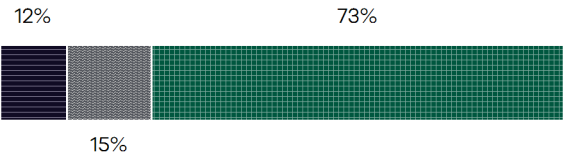
Survey question	Your results						

Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager treats employees with dignity and respect — Disagree 12%, Neither 10%, Agree 79%	80%	77%	79%	82%	88%	93%
People in my workgroup treat each other with respect — Disagree 9%, Neither 14%, Agree 75%, Don't know 1%	67%	76%	75%	72%	80%	87%
My manager listens to what I have to say — Disagree 12%, Neither 15%, Agree 73%	74%	70%	73%	77%	84%	89%
My organisation encourages respectful workplace behaviours — Disagree 15%, Neither 17%, Agree 66%, Don't know 1%	61%	65%	66%	66%	79%	84%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Respect 2 of 2

What is this

Respect is how your staff feel they're treated in the workplace and community.

Why this is important

All staff need to treat their colleagues and Victorians with respect.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
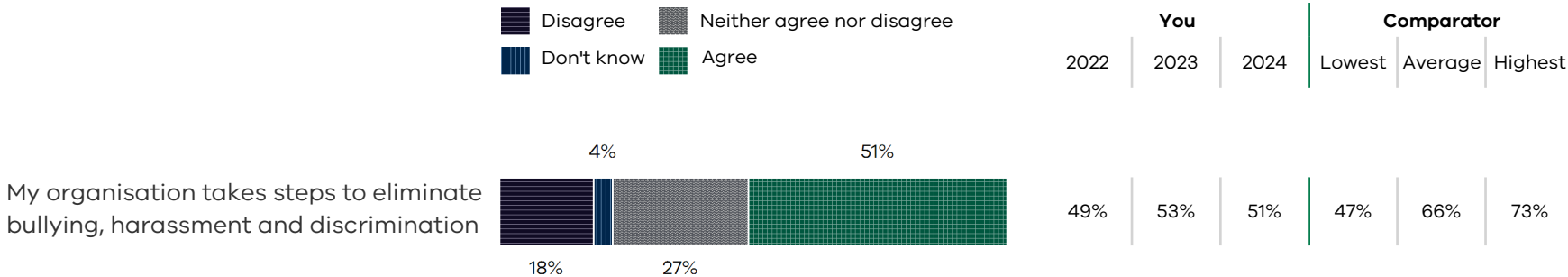
Example

51% of your staff who did the survey agreed or strongly agreed with 'My organisation takes steps to eliminate bullying, harassment and discrimination'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree

My organisation takes steps to eliminate bullying, harassment and discrimination

18% | 4% | 27% | 51%

	You			Comparator		
2022	2023	2024		Lowest	Average	Highest
49%	53%	51%		47%	66%	73%

Public sector values

Leadership

What is this

Leadership is how your staff feel an organisation implements and promotes the public sector values.

Why this is important

Good leadership plays a role in the development of workplace culture.

It also gives Victorians confidence that staff in the public sector behave to a high standard.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
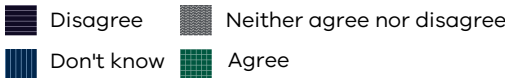
Example

76% of your staff who did the survey agreed or strongly agreed with 'My manager models my organisation's values'.
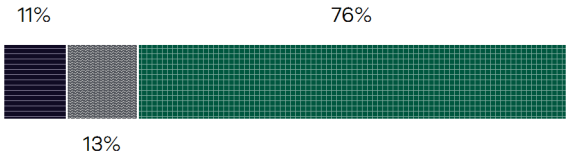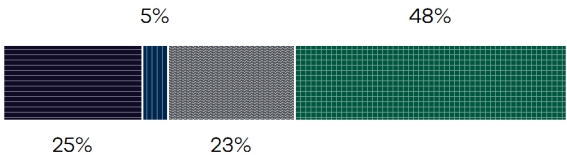
Legend: Disagree, Neither agree nor disagree, Don't know, Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
My manager models my organisation's values	11% Disagree, 13% Neither, 76% Agree	76%	73%	76%	79%	85%	91%
Senior leaders model my organisation's values	25% Disagree, 5% Don't know, 23% Neither, 48% Agree	31%	52%	48%	51%	66%	76%

Victorian Public Sector Commission

VICTORIA State Government

Public sector values

Human rights

What is this

Human rights is how your staff feel their organisation upholds basic human rights.

Why this is important

Using the Victorian Charter of Human Rights, organisations must consider human rights in how they work and act.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.
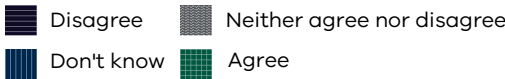
Example

77% of your staff who did the survey agreed or strongly agreed with 'I understand how the Charter of Human Rights and Responsibilities applies to my work'.
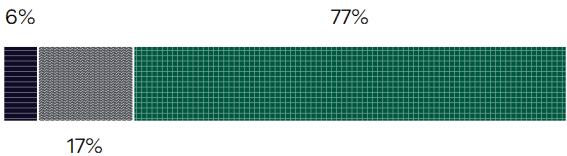
Legend: Disagree | Neither agree nor disagree | Don't know | Agree

Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I understand how the Charter of Human Rights and Responsibilities applies to my work	6% / 17% / 77%	81%	80%	77%	81%	85%	90%
My organisation encourages employees to act in ways that are consistent with human rights	3% / 6% / 18% / 73%	72%	74%	73%	77%	86%	91%

People matter survey

2024

Have your say

Overview

Report overview

- About your report
- Privacy and anonymity
- Survey's theoretical framework
- Your comparator group
- Your response rate

Result summary

People outcomes

- Scorecard: engagement index
- Engagement
- Scorecard: satisfaction, stress, intention to stay, inclusion
- Satisfaction
- Work-related stress levels
- Work-related stress causes
- Burnout levels
- Intention to stay

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- Scorecard: emotional effects of work
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Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Topical questions

Topical questions

What is this

This is a group of survey questions that don't fit into our existing factor groups.

Why this is important

Answers to these questions provide useful information to help you understand your employees.

How to read this

Under 'Your results', see results for each question in descending order by most agreed.

'Agree' combines responses for agree and strongly agree and 'Disagree' combines responses for disagree and strongly disagree.

Under 'Benchmark results', compare your comparator group's overall, lowest and highest scores with your own.

Example

83% of your staff who did the survey agreed or strongly agreed with 'I understand how the Code of Conduct for Victorian public sector employees applies to my work'.

Legend:
- Disagree
- Don't know
- Neither agree nor disagree
- Agree
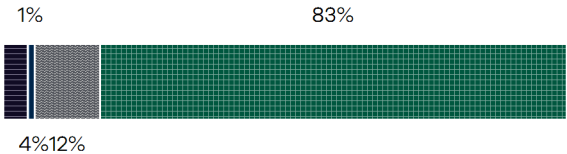
Survey question	Your results	You 2022	You 2023	You 2024	Comparator Lowest	Comparator Average	Comparator Highest
I understand how the Code of Conduct for Victorian public sector employees applies to my work	1%, 4%, 12%, 83%	Not asked	85%	83%	86%	89%	95%
I am proud to work in the public sector	7%, 16%, 77%	Not asked	Not asked	77%	82%	86%	90%
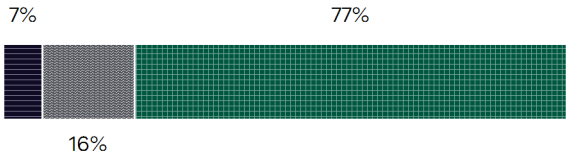
People matter survey
2024

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- Taking action questions

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Topical questions

- Questions on topical issues including understanding the charter of human right and providing frank and impartial advice

Demographics

- Age, gender, variations in sex characteristics and sexual orientation
- Aboriginal and/or Torres Strait Islander
- Disability
- Cultural diversity
- Employment
- Adjustments
- Caring
- Categories
- Primary role

Demographics

Age, gender, variations in sex characteristics and sexual orientation

What is this

This is how staff describe their age, gender, variations in sex characteristics and sexual orientation.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.
The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

- de-identify all survey response data provided to your organisation
- don't release employee experience results when fewer than 10 people in a demographic group have responded to the survey
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Age	(n)	%
15-34 years	97	26%
35-54 years	159	43%
55+ years	72	19%
Prefer not to say	45	12%

Gender	(n)	%
Woman	294	79%
Prefer not to say	41	11%
Man	37	10%
Non-binary and I use a different term	1	0%

Are you trans, non-binary or gender diverse?	(n)	%
Yes	0	0%
No	330	88%
Prefer not to say	43	12%

To your knowledge, do you have innate variation(s) of sex characteristics (often called intersex)?	(n)	%
Yes	0	0%
No	313	84%
Don't know	17	5%
Prefer not to say	43	12%

How do you describe your sexual orientation?	(n)	%
Straight (heterosexual)	254	68%
Prefer not to say	81	22%
Asexual	12	3%
Bisexual	11	3%
I use a different term	7	2%
Gay or lesbian	5	1%
Pansexual	2	1%
Don't know	1	0%

Demographics

Aboriginal and/or Torres Strait Islander employees

What is this

This is staff who identify as Aboriginal and/or Torres Strait Islander.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.
The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

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Aboriginal and/or Torres Strait Islander	(n)	%
Yes	2	1%
Non Aboriginal and/or Torres Strait Islander	342	92%
Prefer not to say	29	8%

Demographics

Disability

What is this

This is staff who identify as a person with disability and how they share that information.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.

This is staff who identify as a person with disability and how they share that information.

The (n) column shows the number of respondents in each category.

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Are you a person with disability?	(n)	%
Yes	11	3%
No	326	87%
Prefer not to say	36	10%

Have you shared your disability information within your organisation (e.g. to your manager or Human Resources staff)?	(n)	%
Yes	3	27%
No	7	64%
Prefer not to say	1	9%

Demographics

Cultural diversity 1 of 2

What is this

These are the personal characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

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Country of birth	(n)	%
Born in Australia	**319**	86%
Not born in Australia	**22**	6%
Prefer not to say	**32**	9%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Other	**8**	44%
Filipino	**2**	11%
Punjabi	**2**	11%
Tamil	**2**	11%
Australian Indigenous Language	**1**	6%
Italian	**1**	6%
Malayalam	**1**	6%
Sinhalese	**1**	6%
Tagalog	**1**	6%
Telugu	**1**	6%
Turkish	**1**	6%
Vietnamese	**1**	6%

Language other than English used with family or community	(n)	%
Yes	**18**	5%
No	**329**	88%
Prefer not to say	**26**	7%

If you use another language with your family or community, what language(s) do you use?	(n)	%
Arabic	**0**	0%
Auslan	**0**	0%
Cantonese	**0**	0%
Greek	**0**	0%
Gujarati	**0**	0%
Hindi	**0**	0%
Macedonian	**0**	0%
Mandarin	**0**	0%
Persian	**0**	0%
Spanish	**0**	0%
Urdu	**0**	0%

Demographics

Cultural diversity 2 of 2

What is this

This is the cultural identity and religion of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.
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How we protect anonymity and privacy

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Cultural identity	(n)	%
Australian	304	82%
Prefer not to say	37	10%
English, Irish, Scottish and/or Welsh	25	7%
European (including Western, Eastern and South-Eastern European, and Scandinavian)	8	2%
East and/or South-East Asian	5	1%
Aboriginal and/or Torres Strait Islander	3	1%
New Zealander	3	1%
Maori	2	1%
North American	2	1%
South Asian	2	1%
African	1	0%
Central Asian	1	0%
Middle Eastern	1	0%
Other	1	0%
Pacific Islander	1	0%
Central and/or South American	0	0%

Religion	(n)	%
No religion	181	49%
Christianity	108	29%
Prefer not to say	63	17%
Other	10	3%
Buddhism	5	1%
Hinduism	2	1%
Islam	2	1%
Sikhism	2	1%
Judaism	0	0%

Demographics

Employment characteristics 1 of 2

What is this

These are the employment characteristics of staff.

Why this is important

This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this

Each table shows the breakdown of responses from your survey.
The (n) column shows the number of respondents in each category.

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Working arrangement	(n)	%
Full-Time	79	21%
Part-Time	294	79%

Gross base salary (ongoing/fixed term only)	(n)	%
Below $80k	160	48%
$80k to $120k	91	27%
$120k to $160k	17	5%
$160k to $200k	3	1%
$200k or more	5	1%
Prefer not to say	58	17%

Organisational tenure	(n)	%
<1 year	60	16%
1 to less than 2 years	58	16%
2 to less than 5 years	72	19%
5 to less than 10 years	74	20%
10 to less than 20 years	68	18%
More than 20 years	41	11%

Management responsibility	(n)	%
Non-manager	312	84%
Other manager	41	11%
Manager of other manager(s)	20	5%

Employment type	(n)	%
Ongoing and executive	269	72%
Fixed term	54	14%
Other	50	13%

Frontline worker	(n)	%
Yes	259	69%
No	114	31%

Demographics

Employment characteristics 2 of 2

What is this
These are the employment characteristics of staff.

Why this is important
This helps organisations understand the diversity of their staff and inform workforce strategies.

How to read this
Each table shows the breakdown of responses from your survey.
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Primary workplace location over the last 3 months	(n)	%
Rural	319	86%
Large regional city	44	12%
Other	9	2%
Melbourne: Suburbs	1	0%
Melbourne CBD	0	0%

What have been your main places of work over the last 3-months?	(n)	%
Your employer's office	135	36%
A frontline or service delivery location	215	58%
Home or private location	16	4%
A shared office space (where two or more organisations share the same workspace)	39	10%
Isolated or remote location/s where access to communications and help from others is difficult	1	0%
Other	33	9%

Flexible work	(n)	%
Part-time	157	42%
I do not use any flexible work arrangements	133	36%
Shift swap	64	17%
Flexible start and finish times	62	17%
Working from an alternative location (e.g. home, hub/shared work space)	32	9%
Using leave (including annual leave, long-service leave, personal leave, and/or leave without pay) to work flexible hours	29	8%
Working more hours over fewer days	24	6%
Study leave	22	6%
Other	14	4%
Job sharing	9	2%
Purchased leave	2	1%

Demographics

Adjustments

What is this

These are adjustments staff requested to perform in their role.

Why this is important

This shows organisations how flexible they are in adjusting for staff.

How to read this

Each table shows the breakdown of responses from your survey.

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Have you requested any of the following adjustments at work?	(n)	%
No, I have not requested adjustments	275	74%
Flexible working arrangements	65	17%
Physical modifications or improvements to the workplace	30	8%
Other	10	3%
Career development support strategies	9	2%
Accessible communications technologies	2	1%
Job redesign or role sharing	2	1%

Why did you make this request?	(n)	%
Health	36	37%
Family responsibilities	32	33%
Caring responsibilities	28	29%
Work-life balance	28	29%
Other	12	12%
Study commitments	12	12%
Disability	2	2%

What was your experience with making this request?	(n)	%
The adjustments I needed were made and the process was satisfactory	68	69%
The adjustments I needed were not made	21	21%
The adjustments I needed were made but the process was unsatisfactory	9	9%

Demographics

Caring

What is this

These are staff-reported caring responsibilities.

Why this is important

This shows organisations what caring responsibilities their staff have.

How to read this

Each table shows the breakdown of responses from your survey.
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Caring responsibilities	(n)	%
None of the above	140	38%
Primary school aged child(ren)	81	22%
Secondary school aged child(ren)	57	15%
Prefer not to say	50	13%
Child(ren) - younger than preschool age	46	12%
Frail or aged person(s)	34	9%
Preschool aged child(ren)	33	9%
Person(s) with disability	26	7%
Person(s) with a mental illness	21	6%
Person(s) with a medical condition	20	5%
Other	6	2%

Demographics

Employment categories

What is this

This shows how many people in each employee category responded to the survey.

Why this is important

This helps you assess how representative of your organisation your survey was.

How to read this

Each demographic area shows the breakdown of responses from your survey results.

The (n) column shows the number of respondents in each category.

How we protect anonymity and privacy

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Which of the following categories best describes your current position?	(n)	%
Nursing employees	**168**	46%
Management, Administration and Corporate support	**62**	17%
Allied health - therapy discipline	**44**	12%
Support services	**43**	12%
Other health and social care	**16**	4%
Allied health - assistant	**10**	3%
Allied health - science discipline	**9**	2%
Counselling	**8**	2%
Community development	**5**	1%
Medical employees	**4**	1%
Lived experience specific worker	**0**	0%
Pastoral / spiritual care	**0**	0%

Demographics

Primary role

What is this

This shows the primary role of your staff.

Why this is important

Understanding how many people you have in each role helps you understand if you have the right balance of staff.

How to read this

Each demographic area shows the breakdown of responses from your survey results.

The (n) column shows the number of respondents in each category.

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Which of the following best describes the primary operational area in which you work?	(n)	%
Hospital-based services	214	58%
Community-based services	99	27%
Residential aged care services	34	9%
Corporate services	22	6%
Mental health care services	0	0%
Prison-based services	0	0%

Is your primary work role in one of the following areas?	(n)	%
Administration	72	20%
Aged care	52	14%
Critical care	3	1%
Drug and alcohol	3	1%
Emergency	44	12%
Maternity care	8	2%
Medical	17	5%
Mental health	2	1%
Mixed medical/surgical	21	6%
Neonatal care	0	0%
Palliative care	1	0%
Paediatrics	5	1%
Peri-operative	24	7%
Rehabilitation	18	5%
Surgical	3	1%
Other	96	26%

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